managedservices
BY INTERCITY

Delivering IT services **for each unique business**

Our Managed Services provide a complete end-to-end solution which enhances your experience of your IT infrastructure.

They empower you to focus on the strategic aspects of IT such as critical applications, data gathering and decision making, whilst we look after your core technology.

What **sets us apart** from our **competitors?**

Our people

We design, implement, support, manage, and host critical infrastructure across the NHS and wider public sector and business-critical infrastructures in the private sector.
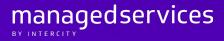
Proven client base

We count amongst our clients an enviable list of recognised brand names, government and not-for-profit organisations.

Our approach

Our approach brings together innovative ideas, honest advice and a genuine interest in your business challenges.

Backed by over 30 years experience

We offer the following services:

Monitoring

Real-time, pro-active monitoring of the infrastructure environment.

Onsite Maintenance

Recovery from equipment failure.

Managed Service Desk

A single point of contact, white-label first-line service desk.

Remote Support

Telephony assistance, troubleshooting and remote fix for non-business-critical devices.

Management

A high level of assurance for performance and availability.

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Why choose Managed Services?

Provide a solution in situations when you need to **outsource a greater level of responsibility** for the operation and performance of any given IT environment.

Enable organisations to **concentrate fully on their strategic objectives** for handling information rather than the underlying operational delivery and technology.

Management, Monitoring and Onsite Maintenance are underpinned by an SLA, providing our customers with **confidence, assurance of service quality and responsiveness.**

We take a **pro-active approach** to monitoring and managing your IT infrastructure, ensuring that your employees are more productive, which will save your organisation time and money.

Our Managed Services **maximise the availability and performance of IT environments.** Service modules can be selected individually to meet a specific requirement or combined to provide an end-to-end solution.

Enable organisations to look beyond their operational **environment and exploit new and improved ways of working** that help differentiate their organisation by:

- Extending daytime IT operational support services to 24 x 7 x 365.
- Enhancing IT support with 2nd and 3rd line technical experts.
- Providing a single point of contact Service Desk.
- Managing and Maintaining your IT environment.

About Intercity Technology

At Intercity Technology we believe in a people first approach to define and launch technology solutions.

We have over 30 years' experience in delivering services that allow you to work together, work securely and work from anywhere on a global basis.

With a genuine passion for technology and the businesses we work with, we offer innovative technologies in cloud, enterprise mobility, collaboration, security and managed services.

Intercity is accredited by a number of professional organisations with a suite of accreditations which confirms and evidences our commitment to security, quality, service management and environmental management. For a full list of our accreditations and frameworks please visit: **intercity.technology/accreditations**

Work together   **Work anywhere**   **Work securely**

Want to free your IT people to focus on more strategic projects?

Enquire today on 0330 332 7933

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