Delivering a **high level of assurance** for your IT infrastructure's performance and availability

Demands on IT infrastructure are increasing exponentially so businesses seek ever-more reliable and cost-effective ways to maintain their IT applications and systems.

At the same time they need to contain costs by optimising their internal IT infrastructure management processes.

An agile and cost-effective IT infrastructure management strategy is a key differentiator. It enables IT departments to focus on the strategic information managed by IT – the business-critical applications and data – rather than the technology itself.

Our Management service helps you free up your internal IT resource to focus on managing your information and support your business, whilst we manage the technology. This is IT management as a utility, which you consume at the rate needed by your business, without continuously changing your internal headcount or paying out on short-term contracts.

Instead, we offer a predictable monthly charge for an agreed number of moves, additions and changes, with patch management and remote support for end users 24x7. This makes budgeting your IT management simpler and more predictable

Additional Add-on Service – Onsite Management

If you're planning to use our Management service, then why not combine it with our Onsite Management? This is a hardware break/fix service, so when a caller raises an incident about a device which has failed and it's covered by Onsite Management we can fix their problem.

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Service Highlights

Remote support – when a caller raises an incident, we investigate and resolve it where possible via a remote change or escalate it quickly to the relevant resolver group.

Monitoring – this means real-time pro-active monitoring of your IT infrastructure environment from our ISO27001 and ISO20000 accredited, UK based, Intercity Secure Operations Centre.

Compilation and maintenance of an asset register – so that we have an up-to-date record of all your IT equipment and all the details we need to manage it.
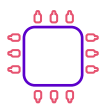
Implementation of moves, additions and changes – with an agreed number each month and the facility to flex this as demand changes.

Capacity management – based on trend reporting against agreed metrics and monitoring of capacity, resource and performance.

Managed change control process – emergency, non-standard and standard changes implemented within agreed timescales.

Patch management process – standard (lower risk) patches such as minor software releases treated as pre-approved and referred (higher risk) patches requiring approval.

Analysis to identify and eliminate issues in your infrastructure.

Frees up your resource to focus on information, not technology.

Makes IT budgeting simpler and more predictable.

Access to patch management and upgrades as needed.

The value we offer you

Flexible approach accommodating fluctuating demand for changes.

Increase in productivity which enables you to focus on your strategic IT initiatives.

A seamless IT function that minimises downtime.

Single point of contact and ownership.

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.

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

Enquire today on 0330 332 7933

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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**

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TECHNOLOGY

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