

## Managed Services

It's time to develop your business, and you know IT can help. But today's market is complex. You need an IT partner you can trust. Someone who takes the time to understand your business, helps you develop your strategy and choose the right technology. Someone who's been proven to deliver.



Technology is a key driver of change in most businesses. It brings opportunities to cut operating costs, helps your employees work more efficiently and improves the service you offer to your customers. But the IT landscape is getting more complex, and it's hard to keep up with the skills and knowledge you need to deliver successful transformation projects.

We're experts in our business – so you can be experts in yours.

We've brought together our technical skills, our partnerships with market-leading vendors and our comprehensive portfolio to give you integrated solutions so you can stay ahead in your market. Our specialist IT services offer design, delivery, management and support, and are built around seven key portfolio practices.

### Managed Services

Mobility. Communication, infrastructure, cloud, workplace services & Cloud computing. As your world gets more complex, your IT resources and budgets are being forced to work harder than ever before. Our support and management services are flexible and cost effective. They take over some of the day-to-day tasks, so your IT staff can add value to your business.

We can help you cut risk, save money, manage complexity and improve the service you offer to users and customers. So you can compete more effectively.

24 / 7 Ireland Service Desk	Managed and Support Services	Professional and Consulting Services
Technical Support		
ITILv3 Process		
ISO 270001 Managed Security Services		
Event Management		
IL3 Services		
Services Integrator		
Supplier Management		

## What we offer

- **24 / 7 Ireland Service Desk.** Service Desk services delivered from BT Ireland's in-country service centres. Manned and available 24/7 for IT service support and single point of contact for composite managed services.
- **Technical Support.** 2nd and 3rd line technical support services available 24x7 for rapid incident resolution and service requests.
- **ITILv3 Process.** Managed Services delivered to ITIL v3 recommendations, and independently audited and accredited to ISO20000 standards.
- **ISO 270001 Managed Security Services.** Managed security is a core part of all managed service solutions, including reactive and optional proactive security management and protective monitoring services.
- **Event Management.** Mature and extensive proactive management platform for IT services, delivered as a shared service from Managed Services.
- **IL3 Services.** Shared Management Platforms for accredited for UK Government services up to IL3.
- **Services Integrator.** Composite managed service composed of services delivered from multiple 3rd party service providers.
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## What's in it for you?

With more reliable IT, you'll save time and money and see a boost in productivity. And your IT team can focus on other (more innovative) projects to develop the wider business. You'll find it easier to plan ahead and make changes that will keep you ahead of your competitors, while we keep your IT services running smoothly.

## Why choose us?

- We use our technical knowledge and experience to give you a truly personal service that adds more value than any vendor or in-house service.
- We use an ITIL-aligned best practice approach to IT service management that focuses on specific client needs.
- We deliver the highest-quality services, accredited to ISO 20000 (service management), ISO 27001 (security), ISO 22301 (business continuity) and ISO 9001 (quality).
- SRMP Security compliant IL3 services.
- We have more than 400 engineers across Ireland with the highest levels of professional certification. We're here when you need us – and we know what we're doing.
- We give you a single contract from one supplier, with a single point of contact – making management much easier for you.

## Our vendors



“BT provides us with value for money – in break/fix maintenance, they are reliable and consistent.”

Mike Healy, Head of IT Operations,  
McCarthy & Stone Group

## Offices worldwide

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