

## Managed Service Experts

Silverbug understands that disruption to your IT has a detrimental impact on your businesses and therefore, we guarantee to handle all of your support calls on first contact.

98.7%  
SLA

Immediate  
Response

24/7/365  
Manned Service  
Desk

2,479  
Tickets Closed  
(Last month)

Some of what is included:

- Proactive 24/7/365 Network Monitoring
- On-site Support
- Anti-Virus Management
- Daily Back-up Checks and Alerts
- Software Patch and Release Management
- Capacity and Availability Management
- Asset Management and Licencing
- Analysis and Reporting
- Third-Party Liaison
- Remote Management
- Change Management
- Global Support

“We recognise that managed service does not fit into all businesses, therefore, we can we tailor our solution to your business needs.”



Plus a lot more.

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**GET IN TOUCH**

**Tel: 0345 565 1953**

**Email: [consult@silverbug.it](mailto:consult@silverbug.it)**

**#WeGetIT**

## Silverbug's Managed Services



### Service Delivery

Our ITIL support services are designed to keep your business, workforce, IT infrastructure and 3rd party services fully operational at all times.

We proactively monitor and manage your entire IT estate, ensuring that potential problems are detected and dealt with in a timely manner, before you know anything is wrong.



### Release & Patch Management

Silverbug consistently delivers an enhanced level of IT services by taking responsibility for planning, testing, scheduling and implementation of patch and release management for both hardware and software.

We will ensure that you have the latest technology available in order to maximise security and business efficiency.



### Problem & Incident Management

Silverbug's manned network monitoring team, which operates 24/7/365, uses data analytics to proactively identify recurring problems.

Serious threats are automatically identified and logged based on pre-set thresholds. Potential issues identified are flagged and analysed eliminating any future issues that may occur.



### Change Management

Silverbug's change management process will ensure that all changes are properly researched, tested, planned and implemented by experienced IT professionals.



### On-site Engineering Support

Should there ever be a time where your IT issues cannot be resolved remotely, Silverbug's technical engineers will always be on hand to visit any of your office locations.



### Third-Party Liaison

Silverbug will be your one-stop shop for all things IT. We will liaise with all your 3rd party providers to ensure issues are resolved quickly and effectively, giving you added peace of mind.

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Web: [www.silverbug.it](http://www.silverbug.it) | Tel: 0345 565 1953 | Email: [consult@silverbug.it](mailto:consult@silverbug.it)  
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