



MANAGED IT SERVICES

Helping you deliver business-critical IT

IT isn't the same as it was 10 years ago. Besides traditional tasks that keep your organisation running, you're asked to spearhead digital initiatives to make your business more relevant and competitive. And you're not alone; in enterprises around the world, nearly a third of projects in the IT pipeline relate to digital transformation¹. Yet despite this focus on strategic initiatives, one area of IT that consumes both ordinary and world-class teams is overcoming the talent and skills shortage, and delivering critical services on a budget.

Most IT departments are still operating in a reactive state. They want to focus on core business activity, deliver a better customer experience and demonstrate innovation, but they're buried in technical debt. Existing tech holds them back from quickly scaling and they just can't get to the good stuff. They don't have the manpower to get the best from the existing environment and they can't modernise underlying infrastructure fast enough.

The expectation from the modern 'work-from-anywhere' workforce is that IT will provide frictionless, secure connectivity to all devices and that our business tools work the same way our personal ones do - highly personalised, always on, instantly available. Yet even the most advanced IT team struggles to provide reliable services with zero outages and zero downtime. It can't readily access internal expertise 24/7 and finds managing outages both annoying and time-consuming. Team members want to boost their knowledge and expertise and be completely up to date with the latest developments, but just don't have the time to invest.

And then there's the financial aspect. All IT teams are under pressure to 'do more with less'. To sweat the existing assets and maximise ROI, yet at the same time ensure they can support an 'always-on' business, in all regions. Despite significant advancements in technology in the last decade, the overall cost of the IT landscape is high – and many IT managers struggle to contain costs. So how can savvy IT leaders make technical magic and boost the bottom line, at the same time as managing a tight budget?

“ What is clear is that for IT leaders to take on the full stack of technology concerns, they need to liberate their teams and drive innovation without being restrained by resource. ”

The Ideal Solution

Fortunately, there is a way you can improve IT efficiency, hit-your up-time and outages targets and help deliver more business-critical IT. By partnering with Ideal, either as a partially or fully outsourced model (you choose the package that works best for your business), you can alleviate your stretched team with immediate access to deep technical expertise from our 'always-on' Customer Service Centre.

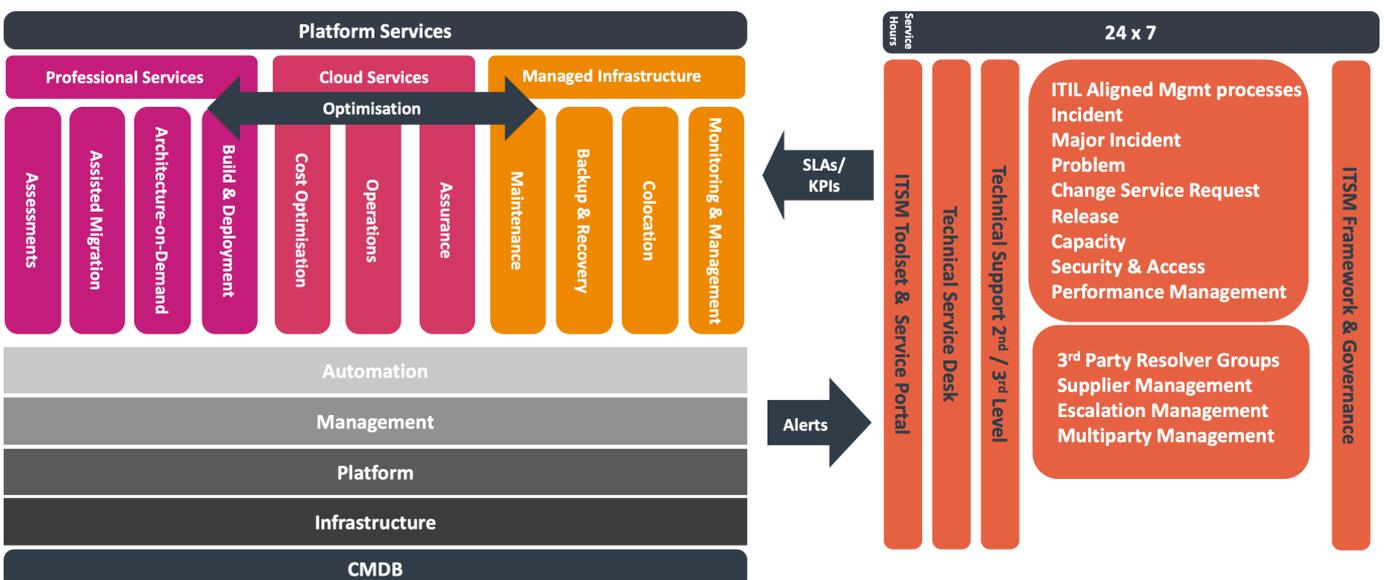
We help you overcome your talent shortage, increase service availability and liberate your IT team so it can focus on business transformation. Sounds too good to be true? It isn't! Day and night, we use highly advanced automation to monitor services for enterprises around the UK and we proactively address issues to minimise downtime. We help IT teams improve workforce productivity with better performing IT, and provide the manpower, and brain-power, to satisfy the demands of their internal corporate customer. Plus, IT leaders have certainty of spend (with no surprises) from fixed, predictable costs.

We have over 10 years' experience delivering and managing core services for SME and enterprise customers in all sectors. Our vendor-accredited, multi-disciplined engineers are on-hand to directly provide a rapid response with ITIL-aligned processes. You can now give your business the stability it needs with rock-solid SLAs, around the clock.

Everything managed. Everything secure.

Whether you want to get the best from your network with performance monitoring or you're looking for a faster, smarter way to protect your business, our experienced, vendor-accredited team of experts will fully support and optimise the right solution for your business. Our areas of expertise include:

- Networks and connectivity
- Security and threat intelligence
- Collaboration and communications
- Data centre and cloud platforms



8 Reasons Why You Should Choose Ideal

If the promise of you being able to sleep better at night isn't enough, or the idea that you can finally get to the 'good stuff' doesn't spur you on, here are 8 reasons why you should choose Managed IT Services from Ideal.



Increased service availability – Our proactive, real-time monitoring vastly reduce the need to react to issues and 'fire fight'. By monitoring and managing your infrastructure's availability, performance and health, we minimise downtime and ensure you deliver the operational performance your business needs.



Liberate your IT team – We allow you to focus on providing business transformation without being restrained by resources. We free up your existing IT staff to dedicate time to strategic projects, enhancing your team's agility and enabling you to drive innovation.



Cost-effective access to enterprise-level support – We take the responsibility of hiring, training and retraining away from you. We provide staff with specialist skills which save you recruiting and training, addresses the skills gaps in your team and minimises disruption from IT staff turnover.



Peace of mind, guaranteed – You can rest assured your service is being monitored around the clock and you have immediate access to deep expertise and enhanced service levels. We agree a comms plan with you, that works for you, and ensure you have high availability, backed by clear SLAs (day and night).



Enhance the user experience – With better performing IT services and experts on hand, we get your users working again quickly, improving workforce productivity and satisfaction levels.



Advanced tech expertise on tap – You'll always have access to a fully optimised service that includes the latest features available. In addition, as we horizon scan, we will evaluate and introduce opportunities that are right for your business.



Fixed, predictable costs – Fixed monthly plans provide certainty of spend. There are no hidden costs or unexpected upgraded charges, just transparent pricing with no surprises.



Choose the service that's right for you – We offer a wide range of services and you can choose the best options that address the unique requirements of your business. Our solutions are flexible and scalable, so we morph with you as your business changes.

Everything managed. Everything secure. Ideal.

What our customers say

Our teams of experts work across multiple customer environments, and multiple vendors. So, we're able to share industry-wide knowledge and best practice and can give you ready access to deep technical expertise that is sometimes hard to match in-house or, if you have the skills, is hard to keep up to date and relevant. Here's what our customers have to say about us:

Ideal has been catering for our every network/security/voice need for many years without a hitch. The calibre of their staff is second to none - the support engineers are well trained and have extensive knowledge that your business can rely on. I would highly recommend Ideal.

Matthew Blewett, IT manager, EMEA & Group Infrastructure, Rouse

Ideal's technical expertise is always readily available and this was an important factor in choosing them to manage the complexity of our WAN infrastructure. Their professional, reliable service allows my IT team to focus on delivering technology solutions that help the business operate efficiently.

Ian Hunter, IT Director, Allport Cargo Services

Ideal has become an integral part of our IT support team; several solutions have been implemented to a professional and high standard. I trust their expertise and advice and they have contributed to the success of our students.

Paul Henderson, Head of IT, Sussex Coast College

By far the best vendor I've ever dealt with. Ideal has always successfully and quickly resolved any issues that have arisen. If the other vendors I work with were as good as Ideal, I would be so happy.

Christopher Jackson, Senior Security Analyst, IKEA

SLA levels are negotiated on each contract individually as per customer requirements, however the following guidelines apply:

	Standard	Enhanced	Premium
Scope of Service	24/7 customer service centre; lifecycle management (end of life, patching etc), incident, request & problem management.	In addition to standard, we provide vendor and hardware management, proactive monitoring, reporting, maintenance and fault-finding.	In addition to enhanced, we scheduled checks (COC automated and manual daily checks – pre-flight, licence expiry etc), predictive monitoring, on-site engineer visits.
Coverage Period	Extended Hours	24x7	24x7
Return to Service P1	8 Hours	8 Hours	4 Hours
Engineer Support	Remote	Remote	On-site

Why customers choose our Managed Security Service

If you're struggling to see through your network, lacking the resources, skills or time to tune out background noise and focus on security risks and events, we can help. Ideal's managed security service combines world-class threat intelligence with proactive monitoring and security expertise, helping you see, understand and act decisively on security events. We deliver asset discovery, cyber intelligence, behavioural monitoring, event and intelligence correlation, log collection and incident response across your entire estate. Our aim is to discover and diagnose security threats and incidents before you detect an issue.



ITIL-Aligned Customer Service Centre

All services and support are delivered from our 'always-on' Customer Service Centre in Brighton. Services are ITIL-aligned to offer an increased level of interactive and pro-active support. We are also ISO27001 and ISO9001 accredited, ensuring the reliability and security of systems, information and processes throughout our organisation.

Category	Service Component	Standard	Enhanced	Premium
Incident Management	Incident Management	✓	✓	✓
	Incident Investigation	✓	✓	✓
	Device & Application Performance Investigation		✓	✓
	Routine Checks			✓
Service Request & Change Management	Service Request Management	✓	✓	✓
	Change Management Support	✓	✓	✓
	Pre-agreed maintenance window support		✓	✓
Problem Management	Ideal Problem Management	✓	✓	✓
	Pro-active Problem			✓
Event Monitoring	Proactive Device Monitoring	✓	✓	✓
Configuration Management	Device configuration backup		✓	✓
Patch Management	Quarterly EoS/EoL/bug/patch Notification & Recommendation		✓	✓
	Remote O/S Upgrade (impaired devices)		✓	✓
	Apply software updates, licences and patches			✓
Vulnerability Management	Vulnerability Management (advise)	✓	✓	✓
	Vulnerability Management (remediation assistance)		✓	✓
Reporting	Quarterly Event and Service Reporting	✓	✓	✓
	Event and pre-defined activity reports (monthly)	✓	✓	✓
	Performance and Capacity Management Reporting		✓	✓
	Customised activity reports (scheduled)		✓	✓
Security Management	Device Security Access Management			✓

Rapid response to incident management

Managing incidents is a regular part of all network and infrastructure roles, but it can be a huge time-sink. You need to form a SWOT team to quickly restore services, and this becomes very painful if the incident occurs in the middle of the night or on a weekend. But with Ideal you get complete comfort with a rock-solid SLA. We provide a rapid response to incident management – real-time monitoring, coupled with process-led incident teams, reduces the time between incident awareness and remediation.

Key Features of Ideal's Managed IT Services



Enterprise-class expertise - Experienced, vendor-accredited, UK-based team of network, security, cloud and data centre experts to fully support and optimise the right solution for your business.



Always-on customer service centre - Quick and easy access to manned support around the clock with permanent staff who know and understand your business. Log your call in whatever way you prefer and you'll always talk directly to a technical engineer.



Proactive, predictive monitoring - Highly-advanced automation ensures all services are constantly monitored for availability, performance, bandwidth and utilisation. Technical analysts bolster this with hands-on daily checks. We proactively address issues before they become incidents.



Rapid response to incidents - Real-time alerts coupled with fast, proven, process-led incident teams, reduce the time between incident awareness and remediation. All services are ITIL-aligned ensuring robust governance and compliance.



Comprehensive technology support - Whether you have a mixed vendor estate, or even end-of-life legacy hardware, we ensure you are fully supported. We work with a vast array of partners to provide the availability your business needs.



Industry standards and framework - To deliver a high quality of service we follow the ITIL framework for best practices. We are ISO27001 and ISO9001 accredited, ensuring the reliability and security of systems, information and processes throughout our organisation.



Full service protection - To increase uptime, optimise the service and mitigate risk, we provide ongoing insight and recommendations. This includes technology lifecycle review, device patching review, account roadmap review and threat intelligence.



Flexible support packages - Choose a service offering that's right for your business. We offer a variety of transparent and flexible support packages: Standard, Enhanced and Premium. All operate to clear SLAs to ensure you get the support you need.

Don't miss out. Contact us today for your free Managed IT Service consultation. www.ideal.co.uk/managed-service-consultation

About Ideal

Ideal - the experts in networks, security, collaboration and platforms. We design, deliver and manage core technology for decision makers. Offering innovative solutions and exceptional delivery that transform enterprises and guarantee results.

From our 'always-on' Customer Service Centre we provide managed services to high-profile customers, including Battersea Power Station, Aspire Defence Services, Beggars Group, Caffyns, Horder Healthcare, East Sussex Healthcare NHS Trust, OneFamily, Millennium Copthorne Hotels, Sussex Coast College and Pizza Express.

We help you create value, protect your world and accelerate change. Everything managed, everything secure. **Ideal**.