

lifecycle

introducing a fixed cost approach to I.T.



Constantly evolving technology and ever changing business requirements mean that organisations must continually invest to stay ahead of their competitors. For many companies, this can become expensive and time consuming, requiring ongoing training and the procurement of new technologies and staff.

The pressure on I.T. departments to keep networks running is immense. In fact, simply keeping them running is no longer enough, I.T. departments need to ensure that systems are consistently performing at optimum levels and

are always secure. This in itself is a big challenge, however to make matters worse, I.T. systems are constantly changing and developing, becoming more and more diverse; more complex to run and more difficult to manage.

This increasing complexity means that I.T. departments ideally need more staff, with more specialist skills simply to maintain systems. However retaining these skills in-house is expensive and I.T. departments are equally under pressure to reduce costs, not increase them, and ensure that I.T. operations are run as cost effectively as possible. Challenging economic times add to these pressures, and delivering a solid return on investment is more important than ever.

Standing still is simply not an option for most organisations. Without the skills and resources to achieve this, organisations become less flexible, less able to respond to market changes and less able to compete. To address the challenge, many organisations are outsourcing their I.T. operations to trusted partners.

out-sourcing

A Managed Service or 'out-sourcing' is where a managed service provider takes responsibility for I.T. services, including I.T. maintenance, hosting, help desk provision and application management.

Using this approach, the day-to-day system management which was once such a headache for the in-house team, is undertaken by a specialist third party, such as **acs**, who can provide comprehensive SLAs to ensure systems are always available, always secure and always performing at optimum levels.

With a Managed Service Agreement in place you can implement changes and deploy new systems quickly, enabling your organisation to stay agile and ahead of the competition. Removing the burden of routine system management from your in-house team allows them to focus on the strategic I.T. developments that your organisation really needs.

Critically, a Managed Service also helps reduce the cost of your I.T. operations

summary

- Improve cashflow & reduce costs
- Maximise your I.T. investment
- Focus less of your time on I.T.
- Access to technical expertise
- Increase security & availability

1

Enables you to enjoy the I.T. security and reassurance until now only enjoyed by large corporations.

2

Comes at a fixed monthly cost, regardless of the number of technical incidents or support calls.

3

Access to a depth and breadth of expertise that would be near-impossible to retain on an in-house basis.

4

Provides a pick-and-mix service - you choose the areas to match the exact I.T. support required.

5

Removes the pressure to be on top of all aspects of technology at all times.



by reducing the need to invest in expensive technical training and system management software. Alongside reduced costs, adopting a Managed Service approach also diminishes the risks associated with running a complex I.T. infrastructure, providing assurance that someone else is sharing accountability for your service delivery.

lifecycle from acs

Designed to your individual requirements, Lifecycle from **acs** allows you to focus your resources where they are most needed - on running your business and delighting your customers. When it comes to

safeguarding your systems against failure and ensuring best performance, only the highest level of support is good enough. Here at **acs**, our dedicated team of solutions centre engineers will remotely monitor your systems, identifying and resolving potential problems before users and service levels are affected.

All **acs** helpdesk engineers are fully trained to a minimum of MCP/MCSE and will take ownership of your problem until resolution. As well as access to your own dedicated engineer and priority helpdesk support, Lifecycle includes a complete infrastructure and systems refresh every three years.

When you consider the skills and resources involved in delivering a service of this level, it is not surprising that many organisations believe it to be beyond their fiscal means. As a specialist in IT support provision, **acs** is able to invest heavily in its systems and skills ensuring that customers do not need to. A monthly fixed cost guarantees your organisation access to an instant and flexible pool of professional IT resources which would be unaffordable, or at best uneconomical, to manage in-house.

Critically, choosing **acs** as your Managed Service provider helps to reduce the cost of your IT operations by removing the need to invest in expensive technical training for in-house staff or on costly system management software. All of this works to ensure that users stay connected and your clients receive consistent levels of customer service - all while controlling costs and staying within budget.



the bottom line

Fixed cost support – Lifecycle is charged on a per user per month basis for easy control of your budget and forecasts.

More skills for your money – For the same cost as technical training, you have access to engineers with leading qualifications and experience across all platforms.

3 year equipment refresh – As part of the Lifecycle service, you can choose to refresh your entire network infrastructure, including PCs, Servers and Printers - all within a manageable monthly cost.

Don't just take our word for it. See what our customers are saying at;

www.acs365.co.uk/casestudies



one user
FREE

Sign up to an **acs** Managed Service agreement quoting SOL0708 and we'll include one user and their PC free of charge. To learn more about the benefits of working with **acs** and our solutions centre, please visit www.acs365.co.uk to download our Managed Services PDF or call us today on 01604 704000.