

IT Managed Services

Esteem is a specialist IT Managed Service provider. From full IT outsourcing to selective IT management and traditional break fix support, Esteem can help you find smarter ways to manage and enhance your systems.



overview

Managing technology, enabling business

► Key Benefits of Esteem's Managed Services:

- Reduce IT Operating Costs
- Reduce Business Risk
- Access to Specialist IT Skills
- Improve Service Levels
- Increase Business Agility

As IT systems have become more complex and business critical, making sure they work has become more time consuming and expensive. Instead of using IT as a competitive business tool, many organisations now find that they spend their time simply trying to keep existing systems running. Esteem's flexible IT managed services provide a smarter way to manage your IT, reducing costs and providing the performance levels users need from any device and any location.

Our Managed Services can provide management across the entire IT estate including desktops, applications, servers, storage, back up, networking and security. Our services can be delivered on premise; in a hosted environment; or via the Cloud and are delivered in-line with ITIL best practices, under bespoke SLAs.

Why Customers Choose Esteem

Flexible Approach – Esteem's IT managed services are tailored to meet the specific business needs of each individual customer. We can manage as much or as little as you like, and if your needs change, even temporarily, then you can simply change the service.

Technical Expertise – We've been managing complex IT infrastructures since 1985. We hold the highest levels of accreditation with the world's leading hardware and software vendors, and we're always up to date with the latest technical developments.

Focus on Quality – Our IT managed services are delivered in-line with ITIL best practices and we're ISO27001 and ISO9001 accredited, so our customers know that their IT is in safe hands.

Our People – Esteem's dedicated Managed Services organisation is made up of talented and reliable people who understand technology and business. They're people our customers enjoy working with, people they trust.

Benefits of our IT Managed Services

For Esteem, managing technology is all about enabling our customers to operate more effectively. That's why we ensure that our IT managed services deliver tangible business benefits.

Reducing Costs – When we manage your IT we'll aim to reduce your on-going IT operating costs by at least 25%, as well as help reduce your recruitment, retention and training costs

Increasing Business Agility – More than ever, organisations today need to be able to adapt to market changes quickly to remain competitive, that's why we've designed our IT managed services to be flexible and scalable and to use Cloud technologies where appropriate, so that you can scale up or down the service in line with your business needs.

Reducing Business Risk – When we manage your IT we hold ourselves accountable for its availability. We put tight SLAs in place and pro-actively manage your systems to identify and address potential problems before they occur.

Increasing the Predictability of IT Costs – Our IT managed services can help remove the spikes of capital investment needed to keep IT up to date by delivering technology refreshes or complex transformation projects as part of a flat fee continuous service.

Focusing on your Core Skills – IT analysts, Gartner, estimate that 80% of IT resource is focused on keeping existing systems running. We can help change this and enable your in-house IT team to focus on strategic projects that will drive your business forward by freeing them from the burden of day to day systems management.

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Esteem Managed Services at a Glance:

- Quality Assured Services – ISO27001, ISO9001
 - ITIL aligned service delivery model
 - 24 x 7 x 365 service coverage
 - Services for the entire IT Infrastructure – server, storage, networking, desktops and applications
 - Full management services – service management, remote monitoring, on-site support, helpdesk
 - Flexible service structures to manage as much or as little as you want
 - Delivered under strict SLAs tailored to meet individual needs
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“Esteem’s managed service brings our business stability, and provides expert resources. Outsourcing pays dividends if you choose the right partner, that’s what we’ve found with Esteem.”

David Skett, ICT Manager, Shanks Waste Management

Our Approach

Whether you’re looking to outsource the management of a particular part of your IT infrastructure or your entire IT estate, we can tailor a service to meet your specific needs.

Full IT Outsourcing – Successfully managing a complex IT infrastructure means making sure that you always have the right skills and expertise to hand. Achieving this requires on-going investments in people, training and recruitment. It means you have to stay up to date with the latest industry best practices and technology developments – in short, you need to become IT experts.

For some of our customers, trying to become IT experts takes them away from their core business focus, so they ask us to manage their entire IT on their behalf. We simply act as their virtual IT team providing telephone and desk-side support to their end-users; managing their infrastructure; data and applications and ensuring their systems are secure.

Selective IT Management – As IT has become more central to operational efficiency, so the task of IT management has become more complex and time consuming. But some elements of your IT infrastructure might not be strategic differentiators to your business, you simply need them to work effectively. Equally, there may be some parts of your IT infrastructure that you need 24x7, but it can be costly to employ people round the clock. You might need specialist skills for some technologies, such as Citrix or Oracle, but these can be expensive to acquire and retain.

That’s why for some of our customers Selective IT Management is the answer. We work in partnership with them to supplement their internal IT teams, enabling them to select the specific parts of their IT they want to outsource, while they look after the rest. This approach enables them to stay in control and frees up their in-house teams to focus on strategic IT development.

Cloud & Hosted Infrastructures – Some of our Managed Service customers choose to have their service delivered either via a hosted environment or as a Private Cloud service. These approaches can help further reduce costs, improve business continuity, increase business agility and enable customers to spread the cost of their IT operations. For example, we can offer a Private Cloud infrastructure on a pay as you go basis which typically covers infrastructure, management and support under one monthly fee.

Our philosophy is to work with customers to help identify the best approach to meet their individual business needs.

IT Support & Maintenance – We can also provide on demand technical support and hardware maintenance to help your in-house IT team keep your IT running.

Our support packages are designed to be flexible. They provide support across a wide range of hardware and software technologies under a single contract. From 1st line trouble-shooting through to advanced 3rd line support we’ll work with you to resolve even the most complex technical problems.

Elements of Our Managed Services

Whether you decide to outsource the management of your entire IT estate, or just a specific part of it, we can tailor a service to meet your specific needs. Here’s an idea of some of the main elements of our Managed Services.

Managed Service Desk – We can provide a centralised 24 x 7 x 365 Service Desk which acts as a single point of contact for managing service delivery across your entire IT infrastructure. By outsourcing your Service Desk to Esteem we’ll provide end-user support through to 3rd line technical support taking full ownership of your incident and problem management, change control management and vendor management.

Managed Desktops – Many organisations today have a growing number of diverse end-user devices which need to be pro-actively managed, maintained and secured in order to maximise end user productivity and ensure corporate data security. Esteem can provide an end to end Desktop Management service to cover the entire lifecycle of your end-user devices including procurement, provisioning, asset and configuration management, profile management, security and updates.

Managed Servers – Our Server Management services are designed to ensure that your server environment consistently delivers the performance you need. Services are available 24 x 7 x 365 and include server monitoring, incident management, change management, server maintenance, server security and OS administration. Our services are flexible and tailored to your needs and can be delivered on-premise or within a hosted environment.

Managed Storage – As the sheer volume of data generated by organisations continues to grow, so the process of managing IT storage has become increasingly complex, challenging and time consuming. Esteem’s Managed Storage service can provide pro-active management of your storage infrastructure including performance monitoring, capacity management and storage optimisation.

Managed Back-Up – The challenge of managing ever increasing volumes of data doesn’t end with data storage, it also requires effective back up to minimise the risk of data loss and ensure data security. Esteem’s Managed Back Up service includes pro-active back-up management and monitoring.

Managed Networks – With our Managed Network services you can free up your in-house teams from the day to day management of your business critical network environment. Our services include pro-active 24 x 7 x 365 network monitoring including your LAN, WAN and switches.