

# The strategic choice for your business

## Managed Services

It can be difficult to identify a Managed Service provider that is a strong fit for your business.

You want a provider you can trust, who'll give you consistently high levels of quality service. You'll also need them to have the necessary skills and expertise to support you over the long term, as your business grows and develops.

### Our Managed Service qualifications



#### Rich heritage

We're a mature, financially secure business that's been operating in the Managed Services industry for more than 20 years. A strong track record of year on year growth with a high client retention rate.



#### Serious about Quality

We're constantly improving our service levels, reflected by our commitment to industry best practices and the quality of our people.

- **Using industry best practices** - we're ISO 9001:2008 accredited and have implemented ITIL, the industry standard for information technology service management. Our continual service improvement means we employ best practice frameworks to continuously review and improve quality throughout our business.
- **Keeping you secure & compliant** - we use remote management tools to keep you secure and compliant. These allow us to continually scan, monitor and review any vulnerabilities on your network, as well as the ongoing status of your hardware, software or licensing. This enables us to immediately resolve developing security issues, or alert you about any compliance anomalies you need to resolve.
- **Award winning support** – we're recognised as having among the best service desk, engineering and project management teams in our industry. We've won awards for our onsite and remote support.



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email **info@psu.co.uk**

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## We can do everything ourselves

Unlike many other providers we don't have to outsource. We'll do everything for you from design and delivery to ongoing support, giving you the seamless quality of service you need to give you a competitive edge.



## Expertise

The depth of knowledge and skills among our teams, means we can manage anything for you across the complete technology spectrum.



## Your technology partner, not just a provider

We don't push products & services, we'll be your consultative partner. From IT budgeting and technology performance reviews to business impact analysis, we'll help you develop a technology roadmap that will take your business forward. We can even act as your virtual CIO, working hand in hand with you, taking over your essential daily tasks or providing you with higher strategic level support.



## Unique Intelligent Monitoring tools

We can dynamically manage and monitor your systems 24/7 and help you to keep better track of your ICT assets. Enabling you to achieve a healthier, more stable and compliant network.

### ● Keeping you working

Features including self healing automation and remote access tools allow us to carry out preventative and proactive maintenance. We can identify and resolve issues before you are even aware of them or they can impact your service. With our ability to execute ongoing patching, backups and recovery as required, our intelligent monitoring will optimise the security, availability and performance of your ICT infrastructure.

### ● Ongoing asset tracking & reporting

Track and identify assets across your network, as well as collecting and presenting this information in a simple to use report. Know when your software licencing needs renewing. And when your software vendor needs it for a compliance audit, you'll be able to provide an accurate report about your licencing status.





## **We only implement solutions that work**

As a fully integrated ICT provider we offer products across the whole technology mix. We only select modern, robust technologies that we know will work in your environment and at a cost that is affordable for you. We don't implement anything for customers that we haven't fully tried and tested ourselves. So you can always be sure of a successful delivery.



## **Always respond quickly to fast changing needs**

As a continually evolving business, we've always managed to stay one step ahead. Unlike our competitors who are still playing catch up, we predicted telecoms and IT would converge and made sure we were ready. ICT is continually changing and with us as your technology partner you'll always have the expertise you need.



## **Asking the right questions**

Only by fully understanding your business, its present needs and future goals can we deliver an effective solution that meets all your requirements. We'll want to know what you're looking to put on your networks including any special requirements or specifications needed to run your workloads. We'll also be interested in your current and future data or user access needs. Ultimately, this ensures we'll always deliver a strong solution or service that's uniquely tailored to your needs.



## **Obsessive about service**

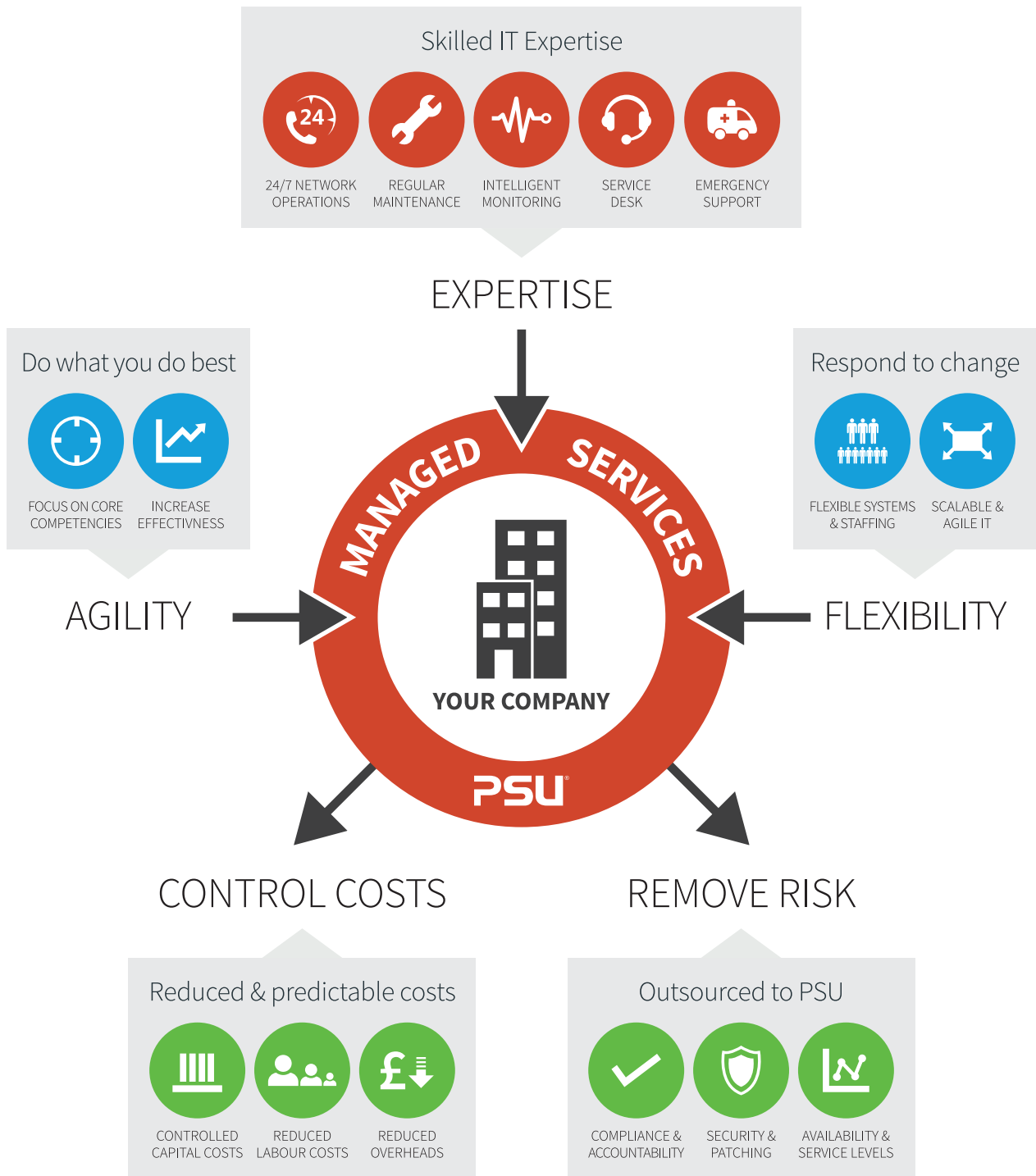
Our customers know how determined we are in responding to and fixing their issues. We're really proud to achieve a 99% average performance against our Service Level Agreements (SLA). With our intelligent monitoring tools and the resilience of our data centre, we have quality business continuity and disaster recovery procedures in place.



## **Continually investing in infrastructure and systems**

Our dedicated, hosting platform Reliance offers high level performance, value and an extended range of hosting options. With risk mitigation and security, this highly scalable platform enables our customers to get new accounts, applications and services up and running much faster.

# Manage Cost, Manage Risk, Managed Services from PSU



Our experts can help you do more.



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