5i Managed Services

5i's portfolio of managed services are developed and delivered to create the business outcomes our customers need.

YOUR CHALLENGE

The value modern organisations create for stakeholders is founded in being able to deliver their products and services well. Increasingly, that ability is dependent on IT systems. Designing, developing, implementing and supporting IT is complex, potentially costly and often risky. Many businesses look for a partner they can trust to take responsibility for IT, while they take care of business.

WHAT WE DO

5i has been delivering IT managed services that deliver our customers' objectives for decades. After our professional services team has designed and implemented a solution, we have the skills, resource and experience required to maintain it as a service that can be relied on to maximise ROI and minimise risk. As nothing in business stays still for long, we are also proud of our ability to support our customers' long-term success, proactively developing enhanced IT strategies to help them on their journey.

HOW IT WORKS

Customers first engage with our professional services and project teams, who transform their business needs into practical IT solutions. With solutions up and running, we ensure their high performance and reliability through our suite of remote infrastructure monitoring capabilities, which, alongside tickets raised by customers, communicate alerts and requests into our fully resourced service support function. These core managed services are further enhanced through our ability to embed IT support staff on customer sites, as well as our nationwide network of field engineers.

To find out more about
5i Managed Services call 0118 988 5558
or visit 5igroup.co.uk/services/managed-services

REACH HIGHER

Maximise the ROI of IT

Minimise operational risks

Develop IT strategies for the long term

5i.CO.UK

Professional Services

› Responsive to business needs

› Easy to engage with

› Deliver projects that beat their business case

5i's professional services team is focussed on delivering the business outcomes our customers demand. Our project managers, consultants and architects have the depth of experience and knowledge across technologies to understand requirements and deliver the IT infrastructure and services that meet them.

5i project managers are responsible for delivering projects that beat their business case which are handed over able to provide reliable, ongoing service. They coordinate both the internal and external resources required and liaise with customers to ensure the scope and direction of each project is on schedule.

› Full project governance throughout

  implementation

› Manage and instigate change control

  processes

› Industry leading quality standards, such as

  PRINCE2

› Effective and timely risk management

› Ensure project delivered within contracted

  parameters

› Manage and report against business case

Remote Monitoring

› Comprehensive and sophisticated

  monitoring service

5i can monitor IT infrastructure 24/7 to rapidly identify issues, helping to minimise their impact and support continuity of service. Our advanced active monitoring capabilities can also identify issues as they develop but before they have an impact, enabling proactive management of IT performance.

By using 5i, customers avoid having to develop and resource their own monitoring team and incident management process. We provide the tools, resource, expertise and experience, enabling you to focus on developing
your business.

Network infrastructure:

5i's Network Operations Centre (NOC) is staffed by a team of specialists, equipped and resourced to continuously monitor infrastructure right across our customers' network, including their end-points and on-premise network devices.

Server and client infrastructure:

5i monitors customer server and client investments using advanced toolsets and technologies to gain live performance reporting. Through this, we monitor a wide range of performance metrics, enabling the business to spot when infrastructure is or might be about to fail.

Once our monitoring tools alert us to an issue or area of concern, a support ticket will be raised and prioritised within the agreed SLA and communicated to a technical resource for resolution.

System Management

› Comprehensive and sophisticated monitoring service

5i provides customers with a fully integrated, end to end systems management service. Everything required to manage any IT incident, from the moment it's identified through to resolution, as well as scheduled maintenance tasks, is unified under a single provider, under one contract, with responsibility taken by a highly experienced and capable provider.

Trained to the highest level and working to ITIL standards for service desk, our team is fully integrated, working together to resolve even the most complex technical support requirements. They can also deliver routine maintenance tasks, such as scheduled software patching.

Once a support request is relayed to the desk, either through a ticket generated by a customers' employee or via an alert from a system monitoring service, 5i's support team will collaborate effectively to resolve the request within agreed SLAs.

Onsite Support

› Familiar, local IT staff to support your employees

For customers who prefer to have an on-site IT resource to support their employees but don't want the responsibility of recruiting and employing the talent they need, 5i provides the skilled staff required and embeds them directly onto your site.

By leveraging our deep pool of talent, you gain the resource you need, delivered by people you'll get to know and can easily speak face to face with. 5i will manage all the challenges of recruitment, training and ensuring adequate cover during employee sickness or holidays. Your 5i team will be dedicated to working exclusively for you and will be fully trained to take care of all your hardware, software and OS support requirements.
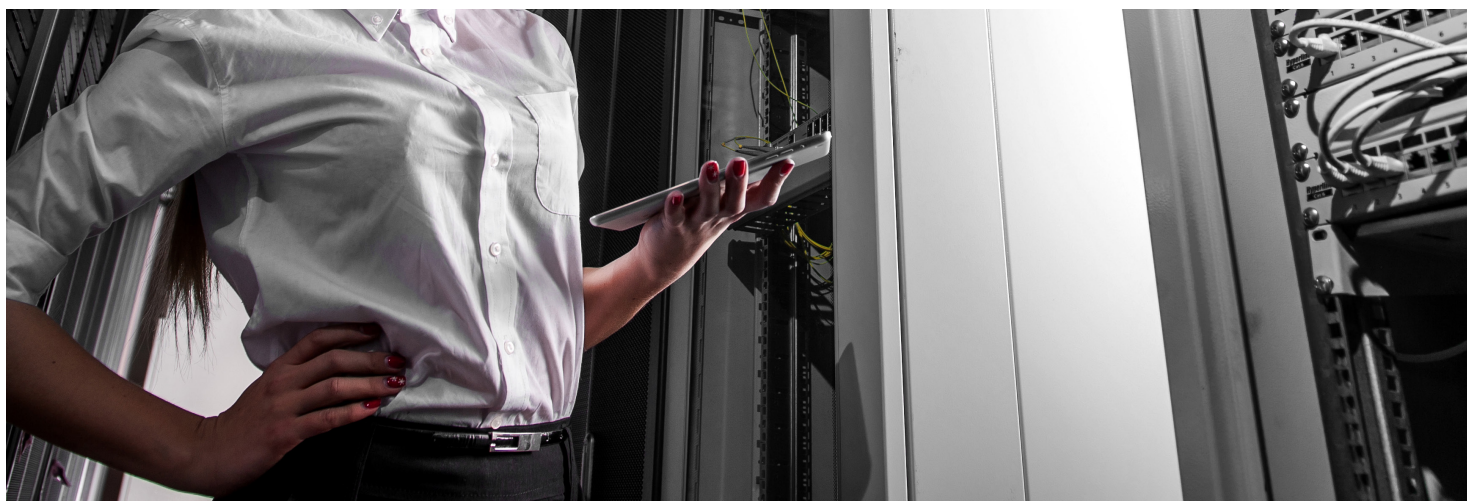
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Field Services

› Expert support rapidly available, anywhere in the UK and Ireland

5i directly employs 150 highly-skilled, IT engineers located across the UK and Ireland who can rapidly deploy to customer sites. The team incorporates a wide-range of technical skills and vendor accreditations. They are security cleared to work on sensitive military and government projects.

Our engineers are strategically located to provide rapid support wherever they're required. Working closely with our service desk, when an issue is identified that requires an IT resource at your site, we identify the nearest, correctly skilled engineer and quickly communicate your requirement. The engineer will be rapidly despatched, enabling a faster time to resolution, as well as reducing any unnecessary associated costs.

In addition to providing a highly-skilled local extension of our support team, 5i engineers are also available to deliver one-off, scheduled programmes of work, for example company-wide operating system migration projects or high volume, low costs device roll outs.

HOW TO BUY

While many of the processes within our managed services portfolio are designed to be repeatable, thereby reducing their cost to customers, their application will be unique to you, reflecting your specific needs and the status of your current IT set up. Please contact us now to initiate a conversation with our account managers and professional services team so that we can find out more about your challenges and the outcomes you hope to achieve.

5i

REACH HIGHER

5i offers a large portfolio of managed services, all expertly delivered by highly skilled staff, and backed up with strong data centre capabilities and our own data network.

To help your business reach higher, we often recommend combining 5i Cloud and Hosting services with 5i Cloud Connectivity and 5i Systems Management. Through the combination of these services, your cloud services will be managed and developed over the long term to reach levels of excellence hard to attain internally.

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