

GUARDIAN Managed Services

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GUARDIAN^{MIS}

Fully Managed, Fixed Price Support: Stress-Free IT!

The GUARDIAN^{MIS} service gives you complete peace of mind – at a predictable fixed cost. It is built on the premise of reducing the overall cost of delivering IT within your business, whilst also quantifiably improving the standard of service to increase user productivity. By implementing GUARDIAN^{MIS} within your business, you are moving from an unmanaged infrastructure to a controlled, well managed infrastructure. This brings significant benefits around the time needed to resolve issues and of course user productivity. The ultimate package for stress-free IT!

“Complete peace of mind – at a predictable fixed cost, improving productivity whilst reducing your ICT costs by up to 40%”

GUARDIAN^{MIS} is our fully managed infrastructure service, providing all of the IT support your business needs including unlimited time on-site required to resolve support issues, 24/7 proactive monitoring of your infrastructure and significantly extending the proactive management from your servers out to your desktop environment. Solsis manage the effective operation of your desktops to include virus/spyware protection, Microsoft patching, IT Policy enforcement and scheduled maintenance to keep your machines running in tip-top condition. This all helps to improve the productivity of your users and reduce the frustrations and costs of the downtime they will experience from an unmanaged desktop environment.

GUARDIAN^{MIS} will automatically alert our central monitoring system of any issues that need to be resolved which are then carried out transparently - you probably won't even know you've had a problem by the time we've already fixed it for you! What's more, we'll be your single point of contact and ownership for all of your IT issues – there's no need for you to start calling your broadband or application provider – we'll take care of all of that for you.



GUARDIAN^{MIS} gives you:

- Dedicated helpdesk facility with unlimited telephone & remote support
- Unlimited on-site support visits
- 24x7 Proactive server monitoring & alerting
- Unlimited Workshop Repairs
- AV/Spyware management inclusive of licensing for all managed machines
- Microsoft patch and service pack management
- Backup monitoring and alerting
- User and systems administration
- Automated, scheduled machine maintenance
- Third party vendor management
- Server, client and network support
- Executive summary status reporting and housekeeping
- IT Policy management
- Business focused SLAs
- Optional extended hours coverage

Benefits offered by GUARDIAN^{MIS}

Improves the Management of your IT Environment

- Improved management of the desktop environment
- Centralised security management (AV/Spyware/Patching)
- IT Policy management/enforcement

Improved Quality of Service

- Increased service management of desktop environment
- Reduced disruption to user base

Cost Savings

- Reduces Total Cost of Ownership, (TCO) – up to 40% according to Gartner
- Moves from an "unknown" to a "reducing cost" model
- Improved utilisation of software and hardware assets

For further details of how Guardian^{MIS} can save your company money simply call one of our Managed Service Consultants on 01344 401548.