



Managed Services



Delivering proactive technology support to give you complete confidence in the essentials of your business – and the power of your competitive advantage

Viadex make your business success possible

Stability

The function of IT is to serve your internal users so that they can serve your customers better; outperforming the competition. Small interruptions to continuity can have big impacts on operations. Bigger problems can destabilise the business.



Direction

Spending too much time trying to manage continuous service and avoid bigger problems can erode the strategic benefit of having your own IT team. The team ends up constantly chasing their tails rather than delivering fresh ideas and innovation to the business.



Protection

Viadex Managed Services provide continuous vigilance over what happens in your datacentre, your systems, your cloud environment, network, applications and endpoints.

We protect your users and your data, ensuring that issues are resolved before they become problems.

We help make your business success possible, liberating your IT specialists from the day-to-day so they can focus on the big leaps forward.



Deliver faster, smarter, and more reliably

What every business wants

Every business wants everything delivered faster, smarter and more reliably. Those three demands – accelerated services, cutting edge capabilities, and consistent uninterrupted service, put a strain on internal IT resources and incur costs that can be avoided.

A proactive partnership

Viadex Managed Services alleviate the strain of ensuring consistency and compliance across your globally-dispersed business, reducing your costs along the way. The deeper business value we also bring comes from adding a proactive dimension to our partnership with you.

Global network

We drive efficiencies and simplicity across your IT estate, by managing your global network. This involves connecting your datacentre and end user branches and locations with a single pane of glass.

Streamlined delivery

With global consistency, you'll be able to improve your delivery quality to your business, and remove the complexities of managing multiple vendors, coordinating an ever-expanding range of services, and keeping on top of extensive licensing, maintenance, and support agreements.

Competitive advantage

Above and beyond the proactive monitoring and protection our Managed Services offer – for your infrastructure, network, applications, data, and users' capabilities – our depth of experience and long-established vendor relationships ensure you remain at the cutting edge of technology; out in front, ahead of your competitors.

Unhindered innovation, lower costs, less risk

Tailored to your operational and business needs

We tailor our Managed Services offering to meet your needs to ensure you can fulfil every one of your business demands.

Services range from monitoring events in your datacentre to managing your hybrid environment, and supporting your end users' desktops and applications.

Every service is wrapped into our Global IT Service Desk, using IT Service Management and ITIL aligned frameworks, detailing set processes supported by highly skilled and trained people.



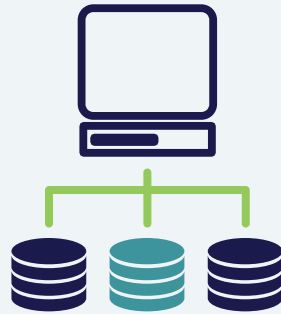
Viadex core Managed Services practices

Proactive technology support for your systems, applications, and user services. From your complete IT environment – locally, nationally, or globally – to focused service propositions by category:



Security:

Driven by our Cyber Security Operations Centre (CSOC) we provide Managed Services options to keep you protected 24x7x365.



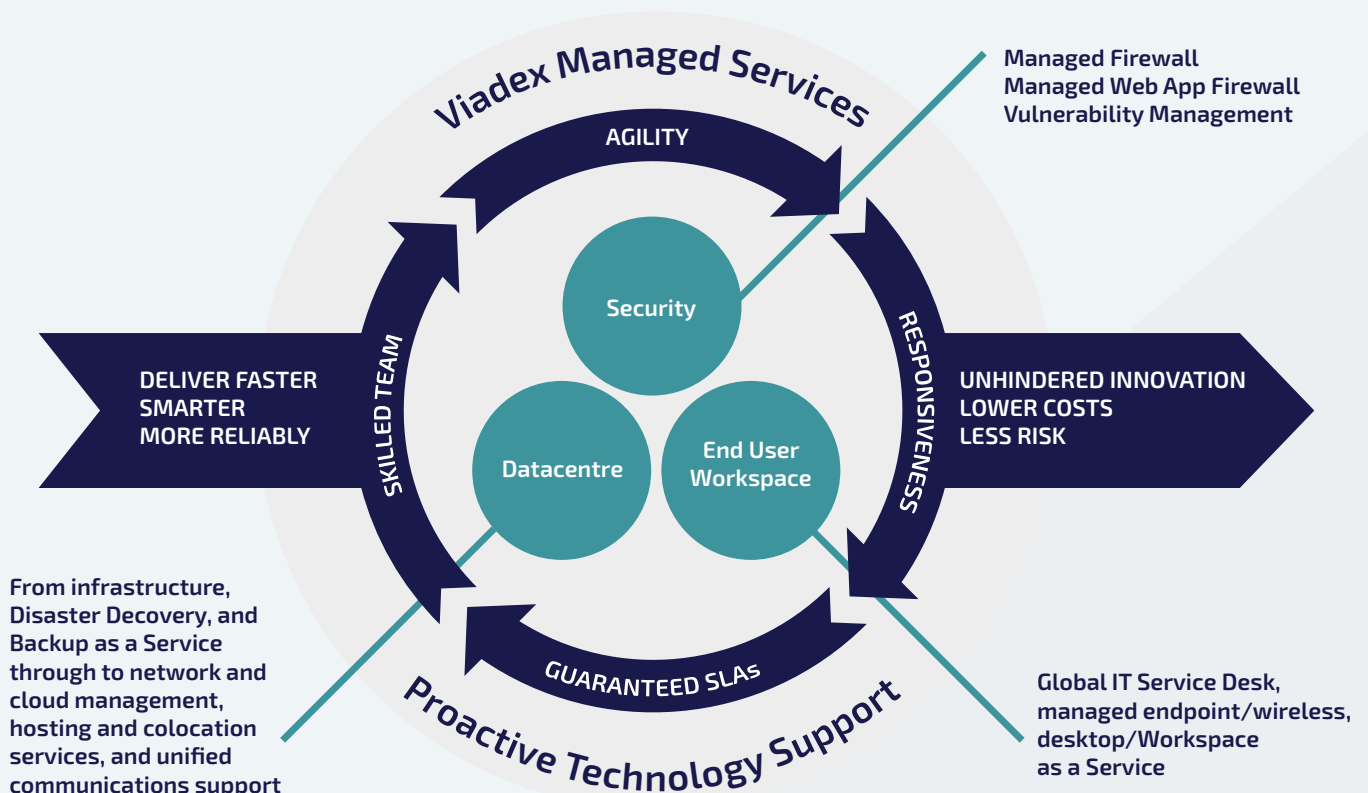
Datacentre:

Our Global IT Service Desk allows you to select task-specific Managed Services such as Infrastructure (IaaS), Disaster Recovery (DRaaS), Cloud Management or more fully-encompassing services such as Monitoring as a Service, Hosting/Colocation Managed Services and Network Management.



End User Workspace:

Key services including Global IT Service Desk, Desktop Support, Applications and Workspace-as-a-Service, Managed Wireless & Endpoint or Device-as-a-Service.



Viadex Managed Service expertise: a global perspective

Reassurance from Day One

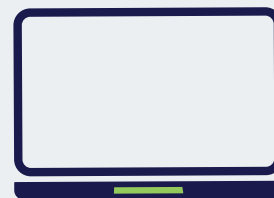
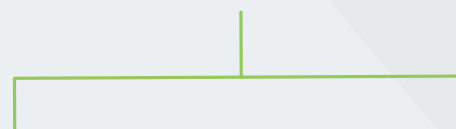
Viadex started business as a global IT supply and logistics company. We have designed IT solutions for companies with diverse global locations; configuring hardware and software solutions to serve complex branch networks, ensuring global consistency and enabling organisations to function as unified entities no matter how geographically dispersed they are.

The most demanding markets and complex infrastructures

Today, this global experience and insight informs our Managed Services best practice; we have repeatedly contended with and resolved IT issues you may never even have considered. We have worked with organisations in the most demanding markets with the most complex infrastructures, resolving worldwide branch configurations and time-dependent services.

Each Viadex Managed Service typically includes:

- Real-time monitoring of your infrastructure and network through our Global IT Service Desk and Network Operations Centre (NOC); issues are resolved before they impact your business
- Customer Service Report including a forward-looking Service Improvement Plan and operational activities log for the month, quarter and year
- 24x7x365 support centres in UK, Europe and Africa, supporting our customers globally
- Remote control and monitoring of your IT services in your core datacentres and cloud platforms right out to your endpoints.



We're committed to providing proactive technology support your business can rely on

24x7x365 technical expertise, service consistency and flexibility

With the global capability to provide a wide range of Managed Services, we help organisations with their IT operations, across multiple vendors, technologies and geographies.

We **reduce overheads** and **improve efficiency** by leveraging our scale, methodologies and high levels of standardisation to deliver **world-class solutions** enabling your business to concentrate on what it does best.



Why Viadex?

We'll earn your confidence, through partnership, experience and trust



Commitment

Viadex's Managed Services help you drive efficiencies, reduce risk and drive down costs, enhancing your competitive advantage and allowing you to drive greater business success.



Global expertise

Viadex provide highly accredited consultants, experienced in global support; solving complex IT problems for the globally dispersed business, anywhere it operates.



Scope and scale

As technology implementations and realising the benefit of your investment become harder to accomplish, and with the pace of change accelerating, we offer a partner ecosystem of best solutions for best practice at best prices.



Focus

We specialise in end-to-end IT infrastructure solutions, and the ongoing support essential to maintain and protect them.



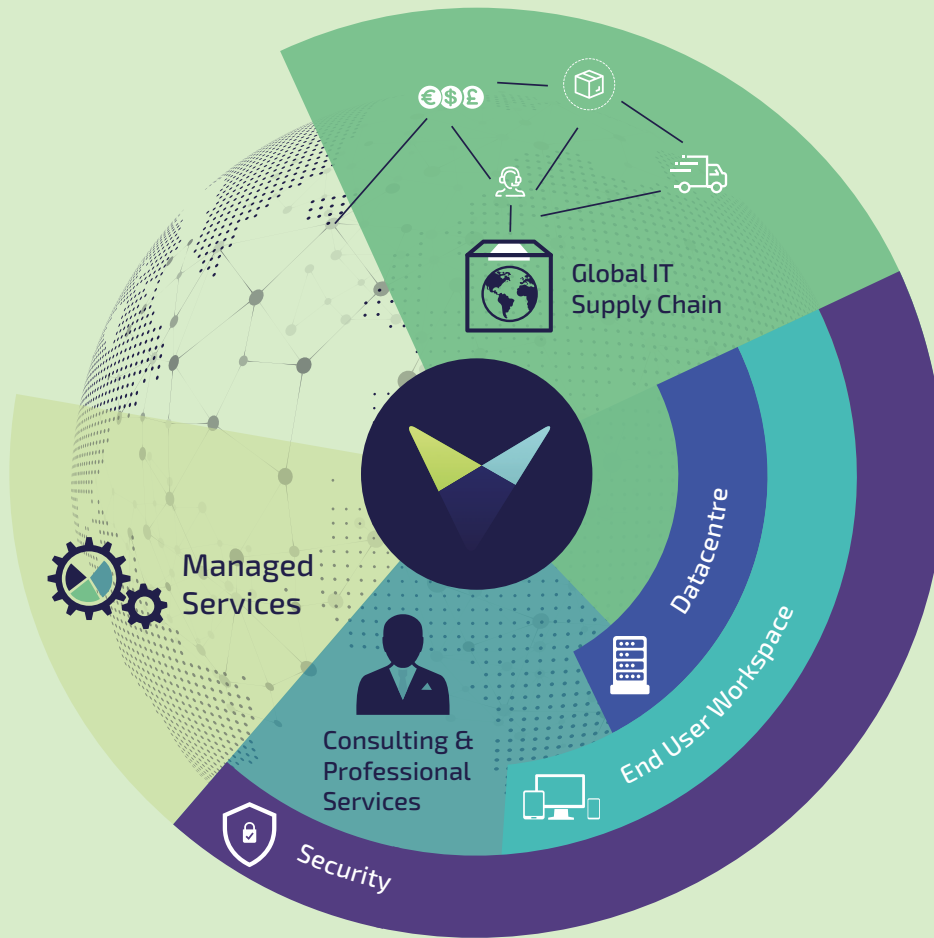
Track record

We have delivered innovative and complex multi-vendor solutions to organisations in over 190 countries.



Start

Start the journey here.



Global IT Supply Chain

By partnering with our customers, we handle the process of manufacturer evaluation and selection, commercial negotiations and global support to make sure the technology solutions meet the necessary business requirements. The Viadex Global IT Supply Chain Service helps you create an infrastructure that is agile enough to adapt and grow with you across the globe. The entire team work across all International time zones, no matter where you are based, offering a 24/7 emergency worldwide response.



Consultancy & Professional Services

An agile infrastructure designed to service end-user experience is both critical and indispensable in today's world. Viadex Consulting and Professional Services follow our core methodology of Audit, Design, Deploy and Optimise, and help to transform your infrastructure to directly support your business productivity goals and enhance end-user experience.

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