



ATLAS

BUSINESS GROUP
OF COMPANIES LTD

Maximising real value from your IT infrastructure

Managed Services

Managed services of I.T. will have different meanings, to different organisations, based upon the complexity of their business and number of I.T. users. Whether your business has a limited or a large number of users ; the cost of employing the necessary expertise to ensure your I.T. infrastructure is both 'fit for purpose ' and efficiently managed can not only be cost prohibitive, but also a 'distraction 'for 'non-qualified' personnel who could be providing greater value in their main job roles. Even some businesses with sufficient size to warrant their own I.T. department can sometimes lack expertise in certain specialist areas.

Our solution, options and approach

Atlas can offer a dedicated team of professional engineers with between 5 and 25 years technical experience. Our areas of expertise include: Networking, communications, equipment upgrades, with specific product expertise and latest training in: UNIX, Linux, Apple and Windows.

Atlas will work with you to understand your business so we can provide a support contract to best suit your organisation's needs; whether that is a full I.T. infrastructure or a more limited specialist equipment support.

Atlas support desk is manned 24/7 with access to a customer portal that, depending on your permissions level, will enable you to log and review tickets for all sites under your control and monitor progress of any resolution in real time.

Atlas will tailor the support to suit the variables that the modern business has to cope with our Service Level Agreement being: reactive or actively managed, depending on your requirements, and priced accordingly.

Deliverables, values and benefits

- Assurance your I.T infrastructure is up to date and properly maintained.
- Access to a specialist team of I.T. engineers.

By allowing Atlas to manage your I.T. support, you will be able to have 'peace of mind' that the I.T. infrastructure is in 'safe hands' while your expertise is expended on your business.



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SLA Options Cover for Key Functions

Managed Service	Gold Managed Plus	Silver Managed	Bronze Reactive
Managed Backup Logs	✓	✓	✓
Backup Job Notification Emails	✓	✓	✓
Dedicated Support Portal Access	✓	✓	✓
Dedicated Support Telephone Number	✓	✓	✓
Remote Telephone based Technical Support	✓	✓	✓
Remote Management	✓	✓	✗
Remote Control Assistance	✓	✓	✓
Hardware Monitoring	✓	✓	✗
AV Agent Monitoring	✓	✓	✗
AV Signature Updates	✓	✓	✓
AV SW Patching	✓	✓	✗
Patch Management Notifications	✓	✓	✗
Patch Installation	✓	✓	✗
AD User Management	✓	✓	✓
Change Control	✓	✗	✗
Scheduled Data Restores	✓	✗	✗
3rd Party SW/HW Patching	✓	✗	✗
Spam Management	✓	✓	✗
AV Outbreak Response	✓	✓	✗
Bi-monthly Security Threats email	✓	✓	✗
On-boarding Onsite for support procedures	✓	✓	✓
LAN Network domain performance/load Monitoring	✓	✗	✗
WAN Network Devices Management	✓	✗	✗



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