

# OUTSOURCED IT MANAGED SERVICES

A SOLUTION OFFERING FOR  
TIER 1 ALLIANCE PARTNERS



I.T. Alliance builds strategic alliances with IT professional services organisations. We then work exclusively with these Alliance Partners, helping them to sell and deliver IT Projects and Services into their customer base.

Managed Service providers are increasingly placed under pressure by customers to lower their costs, while at the same time increasing the value and quality of services that they provide. The mantra “do more with less” is now becoming a customer expectation.

It follows, therefore, that traditional service providers are being forced to build strategic alliances with capable partners if they are to provide a complete range of cost-effective managed service solutions.

At I.T. Alliance, we provide our Partners with precisely such solutions, based on our proven managed IT service delivery framework.

For outsourced managed IT services, we have developed a framework to implement and deliver IT support services to meet customers' needs and requirements.

It combines a proven Project Management Governance Structure with industry best practice in IT Service Management, based on the ITIL® best practice framework.

## Key Benefits

- Lowered IT Total Cost of Ownership (TCO)
- Solutions provided as a complete service
- Reduced IT and business risk by using our specialist expertise and experience
- Optimized and consistent Quality Of Service (QOS)  
Improved IT and service availability
- Alignment of IT to business strategy
- Higher customer satisfaction levels

## Overview of Our Framework

Our framework has a number of distinct modular phases which can be used to create customised managed service solutions based on requirements:



This model is designed to allow for a flexible pick 'n mix approach incorporating the suitable phases as required.

### Assessment

We provide benchmarking and gap analysis against ITIL® and ISO / IEC 20000 best practice. We also identify quick wins, advise next steps and facilitate the development of appropriate roadmaps.

### Service Transition

The Transition phase incorporates the taking over of the service and transferring it to our Service Management Office (SMO). To minimise disruption, we leverage our Project Management Competency and IT Service Management Consultancy with a formal transition project based on industry best practice.

### Service Delivery

Our Service Management Office manages all aspects of the service we provide, and is based on the industry-recognised ITIL® framework best practices.

Our Service Delivery Model is driven by the key performance criteria and SLA's as directed by the client during the transition phase.

### Service Transformation

Transformations provide a formal approach to adopt and/or enhance an IT Service Management delivery model based on the ITIL® industry best practice framework. Service transformations facilitate the elimination of inefficient and ineffective IT working practices.

### Supported Environments

Our solution is systems, platform and applications agnostic. We cover all technologies by recruiting appropriate specialists for the Service Desk, desk side support, second and third level infrastructure and application support teams.

Examples include Wintel, Unix, Linux, HP, Dell, IBM, Microsoft, Citrix, Cisco, Novel, Lotus Notes, SAP, Oracle, Messaging, Active Directory, Virus, Security and Mobile networking.

### Maximise the Alliance

We offer a mix of flexible, customised solutions that are second to none and we have the experience and the skilled resources to deliver the level of managed services that you demand. Our managed service solutions can increase your reach into your accounts – and your margins. We can develop sales opportunities jointly or independently and all services are delivered in your name.

## FURTHER INFORMATION

For more information please contact your sales representative or email [info@italliancegroup.com](mailto:info@italliancegroup.com)

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