



## IT Managed Services Delivery

Service Management Solutions  
From I.T. Alliance Group



I.T. Alliance has a track record in the provision of quality, cost-effective outsourced IT managed service solutions, based on our proven Outsourced IT Managed Services framework and through our dedicated Service Management Office (SMO).

### Overview

Outsourcing the management and operation of IT has become a necessity for organisations looking to reduce the cost of IT operations, while focusing on core activities that contribute to the bottom line. Value for money and the provision of quality services are essential requirements of organisations looking to outsource non-core activities to managed service providers.

As an organisation with people at our heart, we provide clients with quality, cost-effective outsourced IT managed service solutions, based on our proven Outsourced IT Managed Services framework. Our dedicated Service Management Office is responsible for end-to-end management and delivery of IT managed services directly to a blue-chip client base. We provide the best-in-class IT management services, resources and skills that you need, encapsulated within a managed service solution.



## Benefits

- Cost effective managed services
- Risk reduction for clients
- Our proven experience and expertise
- Reduces our clients staffing costs
- Flexible approach to customers' needs
- Increased customer satisfaction
- Dedicated service management team
- Dedicated resourcing team to recruit staff
- Our managed services utilise industry standards & best practice (e.g. ITIL®, PMI®)
- Service quality guaranteed
- Value add and continuous service improvement initiatives

## Service Management Office

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

### Service Level Agreements (SLA'S)

We deliver all our managed service solutions to Service Level Agreements (SLA's) as agreed with our clients. We manage the service based on measurable service level targets providing back-to-back service delivery assurance against existing Service Level Agreements.

### Service Delivery Relationship Management

I.T. Alliance establishes a service delivery relationship in line with our clients own service delivery model. Regular service reporting and reviews provide a forum to ensure we are continually aligned with the client's needs.



### **On-Site Staff Management**

I.T. Alliance assume full responsibility for all staff management and welfare. Our experienced HR team work closely with our Service Management Office to ensure quality services are delivered.

### **HR Staff Welfare & Development Programmes**

We recognise that not only is it important to find the right skilled staff or teams of staff to deliver our services, it is just as important to keep them and grow their capabilities, ensuring that they have a clearly mapped out career development plan and that they receive the levels of training and mentoring necessary to succeed.

### **Service Improvement/Transformation**

We continually endeavour to implement service improvements as documented value-adds to your clients. If required, we can embed a more formal transformation project of service levels within the delivery lifecycle.

### **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.