

## MANAGED IT SERVICES

**Flexsys Managed IT Service brings you all the benefits of a higher quality, reliable desktop service at a single low cost per user, per month. We pride ourselves on the ability to execute and the completeness of vision.**

The desktop now comprises a growing array of end-user devices, proving increasingly costly and onerous to deploy, manage and support.

However, delivering a high quality IT service plays an essential role in keeping staff productive and enabling them to service your customers effectively.

In response, Flexsys has developed 3 key packages that enable you to choose

your ideal level of service, Enhanced, Premium and Ultimate all ensure they free up your time and budget, while providing a high performance service designed around your user needs.

We continuously look for ways to innovate and transform your environment to better support your business needs, whether it's adopting thin clients to enhance security or exploiting Unified Communication and Collaboration services to enable staff to work more productively on the move.

All the time, we ensure IT is aligned with your business needs, using standardisation and automation to lower total cost of ownership and deliver a high quality, continuously improving service your business can depend on.

	ENHANCED	PREMIUM	ULTIMATE
Unlimited remote support	✓	✓	✓
24 hour monitoring	✓	✓	✓
Scheduled Site Visit (per year)	1	3	12
Response Times	4	3	2
Strategy Review	12 MONTHS	6 MONTHS	3 MONTHS
Asset Management	✗	✓	✓
PC warranty	✗	✗	✓
Business Continuity plan	✗	✗	✓
Anti-virus	✗	✗	✓
Anti-spam	✗	✗	✓
Online backup	✗	✗	UPTO 10GB
	CONTACT US	CONTACT US	CONTACT US

## FLEXSYS FACTS

- ✓ Established 1991
- ✓ Local National and International client base
- ✓ Global support 24x7
- ✓ Microsoft Gold partner
- ✓ Multilingual Service desk
- ✓ 1st 2nd and 3rd line Support Capability
- ✓ Managed IT Support
- ✓ Hosted Services
- ✓ Cloud Managed Wireless Networks
- ✓ Application Support

## BENEFITS AT A GLANCE

- ✓ Reduce Total Cost of Ownership
- ✓ Free Up Internal Resources
- ✓ 1st, 2nd and 3rd Line Support
- ✓ SLA/KPI to match business requirements
- ✓ Support remotely or on site
- ✓ 24x7 Global Support
- ✓ Support for bespoke systems
- ✓ Problems tracking and reporting
- ✓ Experienced support team
- ✓ Deliver better availability and security
- ✓ Ensure continuous service improvement
- ✓ Be in tune with changing business needs