



Managed infrastructure

Deliver a stable IT environment and free up your time to focus on your real business priorities.

Improve performance by keeping your IT environment available and responsive with nominal capital expenditure. Control costs and manage budgets with a fixed monthly fee.

Keep IT systems up and healthy with seamless monitoring, management, and support which enhance business productivity. Reduce the occurrence of IT failures through automated tasks and processes, managed with expert oversight.

Alerts and timely interventions keep your IT environment performing optimally. Our responsive and experienced support desk will work with you to assist with issues, or with changes that you require.

Talk to us to determine the service suite that meets your specific business needs.

Benefits of managed infrastructure

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| Avoid IT emergencies | Address issues before they disrupt your business and benefit from the guidance of our experienced team |
| Improve productivity | Optimise your IT environment and provide staff and customers with an improved user experience |
| Save money | Reduce capital expenditure and improve service levels for a predictable monthly fee |
| Manage your budget | Keep track of your assets, know your running costs, and plan your future |

Key features

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| Flexible managed services | Our suite of managed services are designed to meet the specific needs of your business |
| IT review and reporting | Receive periodic reports on the health of your IT infrastructure, including network health, warranty and device lifecycle management reports |
| IT support | Keep critical systems running. Experienced and service-minded support desk engineers actively monitor, maintain and support your IT infrastructure remotely. This ensures key systems are fixed before they break, so they remain accessible and run optimally |

24/7 performance monitoring	Effective monitoring of all critical network devices that comprise your IT infrastructure. Our support desk acts on issues that arise and notifies nominated client personnel via email and/or text
IT asset management	Know the devices on your network with software versions, patches installed and warranty status
Device lifecycle management	Our support desk manages the devices on your network, providing extended warranty and breakdown service management. Reports assist with planning and budgeting
Control your IT costs	For a fixed monthly fee, with no hidden extras, keep your IT infrastructure functioning and your users happy and productive

Overview

Managed servers	Monitoring and management of your server-estate to ensure optimal performance and reduce occurrences of critical failure
Managed virtualisation	Management of the performance of core virtual services along with the interfaces to your hardware, networking, and storage
Managed storage	Monitoring the performance of the storage area network (SAN), and network accessible storage (NAS) platform. This covers disk input/output capacity and connectivity to your network internet small computer system interface (iSCSI)
Managed network	Monitoring of your SNMP-capable router, switch and wireless access point configurations, back up and performance
IT health dashboard	A real time view into the status of your business' IT with our enterprise-class monitoring systems. You can see trends and protect your IT network against potential failures
Reports and review	Reporting on the health of your managed IT infrastructure and reviewing service usage
Managed workstations	Managing office-based workstations to optimise user experience and improve productivity. Desktops, laptops and thin client terminals are included in this service
Managed printers	Monitor and maintain integration of printers with print servers and workstations
Asset reporting	Reporting of assets added and removed from your asset schedule
Change control	All managed devices under this service are subject to change control
Life cycle management	Management of breakdown and warranty services, from acquisition to disposal, of selected assets in your asset schedule
Patch management	Controlling patches and software updates to Windows based servers, PCs and laptops. Ensuring these occur when it is safe and convenient. Reduce issues and frustration arising from constant unplanned and unnecessary software updates

Optional extra

On-site services	Provision of seconded personnel, or periodic site visits by qualified engineers, to support and carry out remedial work or minor changes
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Affordable IT Solutions are available to you.
Talk to us about your infrastructure needs.



Network Interlinks Ltd.
 318 Worple Road
 London
 SW20 8QU



+44 (0)20 8739 0660



theteam@networkinterlinks.com



www.networkinterlinks.com