




Managed Services

Maximize your productivity!



What is Managed Service?



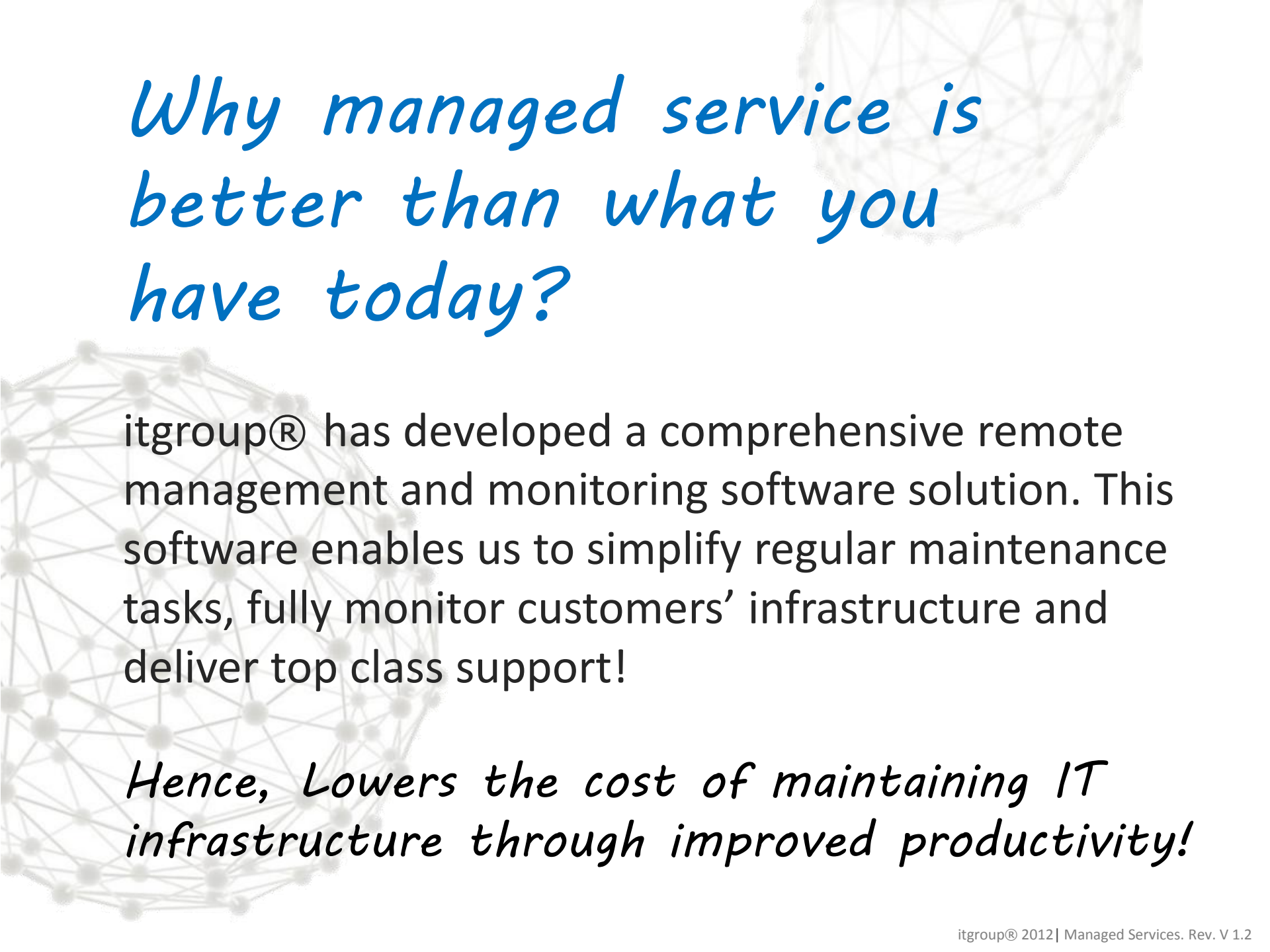
Managed Services from itgroup® is a powerful combination of processes, people and tools that lowers the cost of maintaining IT infrastructure through improved productivity and operational efficiencies.



What do you have today?

Regular organizations' IT infrastructure is managed by in-house staff or IT outsourcing companies. They work with a Break/Fix service model, where IT fail is raised and then solved.

Hence, technicians are focused on waiting for somebody to call them, when something goes wrong!

A background graphic consisting of a network of interconnected nodes and lines, resembling a globe or a complex web structure, rendered in a light gray color.

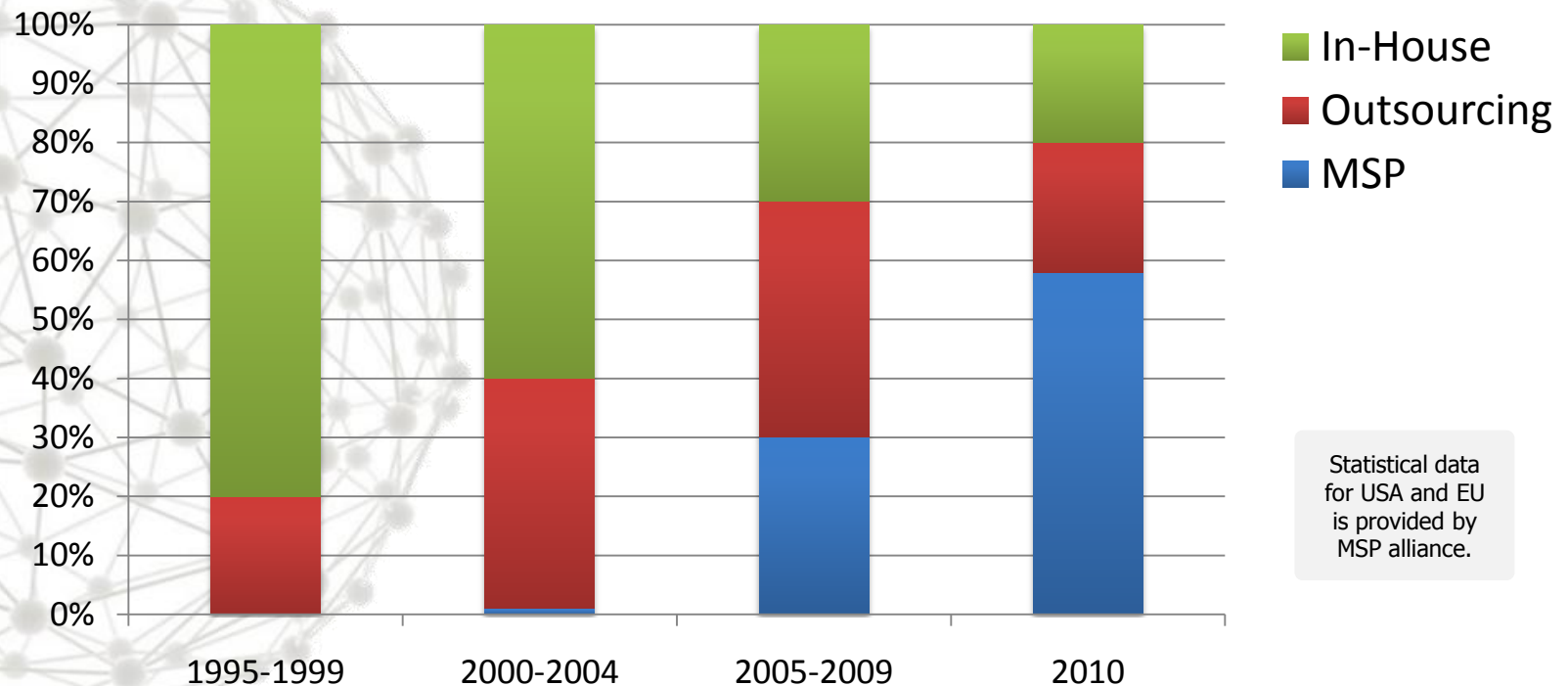
Why managed service is better than what you have today?

itgroup® has developed a comprehensive remote management and monitoring software solution. This software enables us to simplify regular maintenance tasks, fully monitor customers' infrastructure and deliver top class support!

Hence, Lowers the cost of maintaining IT infrastructure through improved productivity!

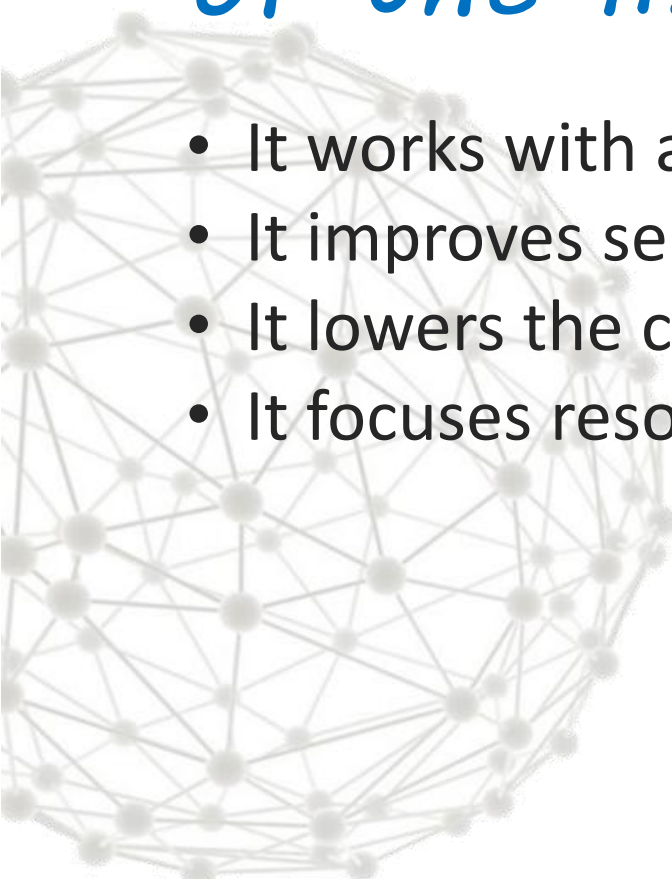
Reason to migrate?

Today business mainly depends on its IT infrastructure reliability, this is the main reason why organizations are migrating to MSPs (managed service provider)






What are the key advantages of the managed service?

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- It works with a proactive service model.
 - It improves service desk and system support.
 - It lowers the cost of maintaining infrastructure.
 - It focuses resources on mission-critical tasks.



What is the proactive service model?



Managed service has an alternative service model, where itgroup® is monitoring customer's IT infrastructure and in case of any error, we will troubleshoot issue until it's raised into a downtime.

Hence, possible faults are eliminated before they appear!



Why service desk is better than a regular support?

We have improved standard help desk service model and integrate our user support and management service into “Service Desk”, that includes:

- Remote management
- Engineer on-site visits
- Call center support
- Ticketing and incident tracking



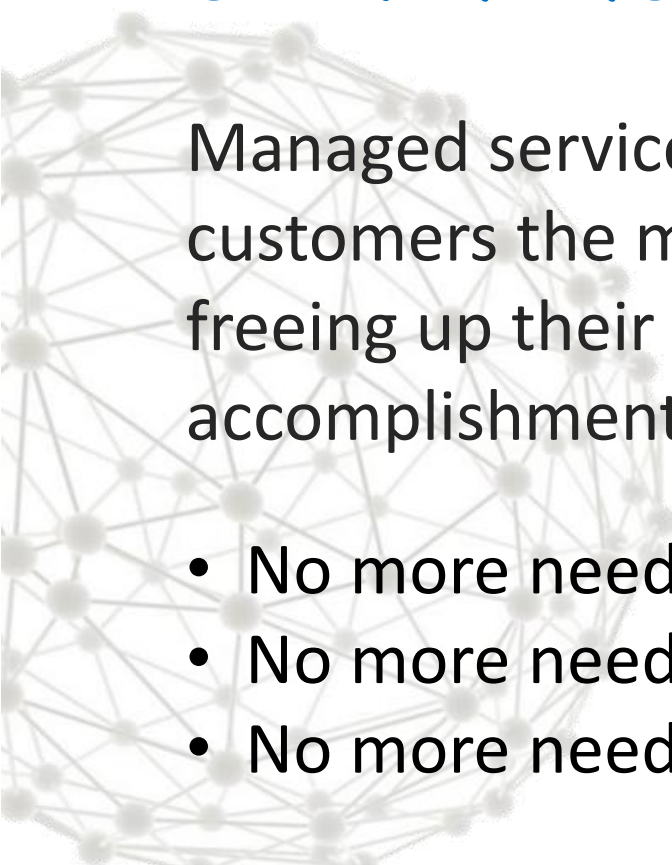
How does it lower the cost of maintaining infrastructure?

With our management software we can automate routine maintenance tasks, this gives us ability to serve even better and minimize expenditures.

- Antivirus/antispyware update and removal
- System critical path management
- Clean up and optimization
- Data backup and disk defragmentation



How does it focus resources on mission-critical tasks?



Managed service is an effective combination that gives customers the most advanced IT capabilities while freeing up their resources for more strategic accomplishments within their organizations.

- No more need to wait for IT support specialists
- No more need to supervise 3rd party IT providers
- No more need to control hardware purchases

The types of managed services

itgroup® provides two types of managed services:

- **Managed Environment**

Is a complete IT management solution. We will take care of everything, from the network and security management to day-to-day user support.

- **Managed Target**

With managed target service customer can choose infrastructure part that will be managed by us.

What is managed environment?

We have invested in sophisticated tools and developed custom processes to provide your business with:

- Day-to-day user support
- Workstation/Laptop maintenance
- Server and network management
- Printer/copier/fax supply ordering
- Antivirus protection and network security
- Internet access and VPN monitoring
- Equipment auditing and relocation
- 3rd party IT provider supervision
- Technology consulting and reporting
- And much more...

Managed Environment

ME180™

ME270™

ME360™

What is managed target?

Managed target service enables business managers to choose resource consuming infrastructure parts and outsource management to itgroup®.

- Scheduled Procedures
- Task Monitoring
- Proactive Monitoring
- Fault restoration
- Threat processing
- Service Desk



How much?

It is practically impossible to develop universal service plans. We always prefer to learn more about customer' infrastructure and provide with a dedicate offer.



Thank you!

We appreciate your interest in our company. If you need more information about our products and services or just need an IT expert advice, we will be happy to hear from you.

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