



24x7x365 Managed Services

Achieve peace of mind and strong business resilience with expert support, no matter what time your workforce start and finish their working day.

Partner with us and benefit from our expertise, 24x7x365. Our Managed Services team offers peace of mind by making sure your IT is always available, ensuring full business resilience.

We have strength and depth in the Channel Islands to support you using market leading tools such as ServiceNow. We offer the highest quality of standards, with ISO certifications in ISO 20000-1 (global standard for I.T. service management) and ISO 27001 (information security management), as well as ITIL qualified staff. With our customer centric approach we pride ourselves with getting to know you and your business as we form an extension of your business operations. Have peace of mind knowing your IT is in good hands and being proactively monitored to optimise productivity, performance and resilience.

Service Desk

Our 24/7 Service Desk team will not only respond promptly but will also apply first time fix support using their technical skills and knowledge-based articles.

Using our market leading Service Desk tool, we use trend analysis to highlight the recurring issues and training opportunities so we can reduce the incident and request volumes, providing a more efficient service.

C5 Can offer the following support structures:



Service Desk and 1st line cover 24x7x365



24x7x365 on-call provision for any further service management or more technical issues.

As well as proactive call management and problem management, we ensure calls are responded to within agreed SLA's, and that customers are kept informed of progress at all stages of the call lifecycle.

Throughout the lifecycle of a call, we make sure we are transparent using call updates which allow users to interact with our support teams to achieve positive closure.

All support requests and incidents will be dealt with by C5's Managed Services teams:

- 1st line support, C5's Service Desk & Service Operations team
- 2nd line support, C5 Infrastructure support engineer team
- 3rd line support, highly skilled technical consultants



Monitoring & Alert Management

Our Operations Team will respond to alerts on a 24/7 basis and follow C5's Alert Management process which we adapt to our client's needs.

Our central monitoring solution continually monitors the availability, status and performance of key IT infrastructure components, such as servers, storage, operating systems, network devices, services, processes and applications.

Alerts and events occurring outside of normal business hours which impact the availability or severely affect the performance of the IT infrastructure will be managed by our team and, if necessary, our third line on-call resource.

We will attempt to resolve critical issues to ensure the availability and performance of the IT Infrastructure.

Benefits of access to a managed service operations desk

Maintaining information security



Constant Monitoring

We will spot potential issues and take corrective action or ensure escalation and visibility before they are noticed



Reduce Downtime

Reduce downtime and business impact. Prevention of technical failures and identification of performance bottlenecks

Additional services and facilities



Improved Productivity

Development of an enhanced understanding of infrastructure performance to help improve end-user satisfaction and productivity



Out of Hours Uptime

Ensure systems are available for core working hours by ensuring uptime out of working hours

We can support your business operations through our managed service 'Advise, Transform, Run' methodology.

Advise

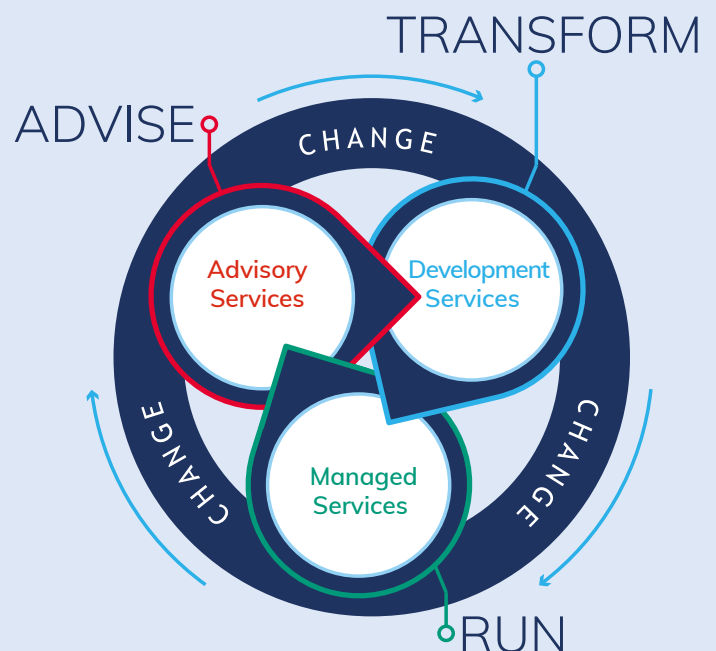
We will review your operational requirements and will advise the best solution to meet your needs. We can support you 24/7/365 or during the hours that suit you.

Transform

Our expert team will get to know your team to best understand your call volume and technical requirements.

Run

We will continue to manage and support your business operations no matter your working hours.



Our team is here to support your Managed Services needs.
Please email: enquiries@c5alliance.com
or call: +44 (0) 1534 633733

www.c5alliance.com

