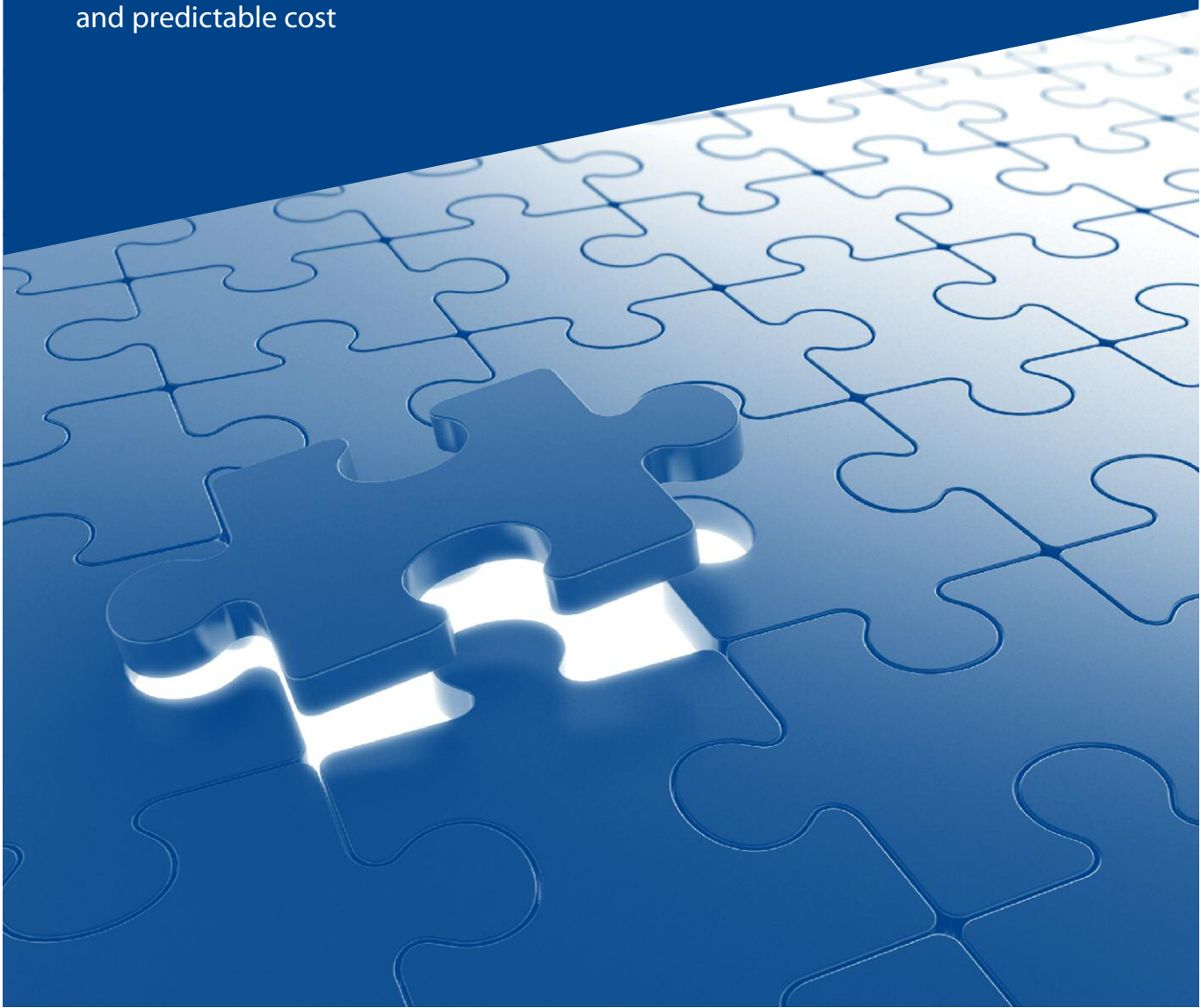




TOTALCARE

MANAGED IT SERVICES

Pro-active IT support for a fixed
and predictable cost



MANAGED IT SERVICES

The Benefits to your business

- **Predictable costs - a fixed monthly fee allows you to pre-budget**
- **Dependable support - a seamless IT function that minimises down-time**
- **Enhanced productivity - enables you to focus on your core business**
- **Completely customisable - you decide on the level of help you need**
- **A virtual IT department - real people responding to you and your network, 24/7**
- **Eliminates staffing problems - a full, experienced team on hand around the clock**
- **Single point of contact - no need to call in a range of different third parties**
- **Improved security and legal issues - transparent monitoring, impregnable firewalls and disaster recovery**
- **You maintain control - regular meetings to review, monitor and measure our service**

ENTIRELY FLEXIBLE

At Servatech we understand that you just want to "get on with your work". You don't want any interruptions, hassle or extra demands on your time. However you will be keen to achieve exactly the right balance of control, management and cost.

By sharing or outsourcing your IT to a company like Servatech, you have access to all the specialists you need and are always guaranteed the best person for the job, whenever you need them.

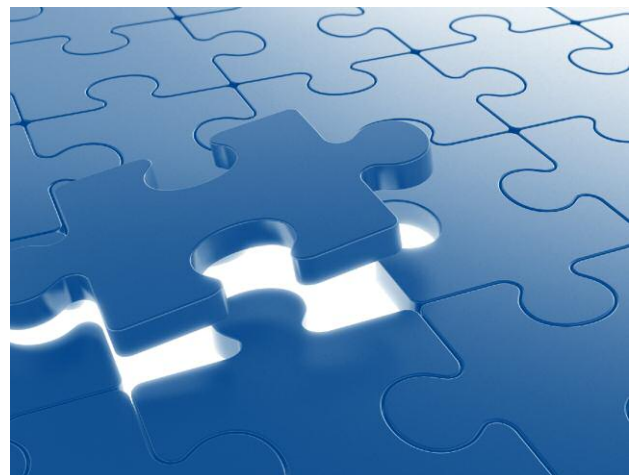
You will find our service completely customisable - from software and infrastructure support to speed up your efficiency through to full technical support and consultancy services you can call on at any time. It's entirely up to you, choose the services you need and don't take the ones you can do without.

Some of our customers prefer to hand their entire IT system over to us, commissioning us to act as their "virtual IT department" managing everything remotely (often referred to as Managed Services).

Others prefer to hand over individual elements and retain overall control and intellectual property in-house (sometimes referred to as Selective Outsourcing).

Whichever option you choose and whatever menu of services we agree with you, this leaflet explores the various ways that we can help you manage your IT successfully and profitably.

You have better things to do than worry about your IT services. Servatech delivers mission-critical IT solutions that free you up to focus on your core business and work strategically while ensuring you get the most value out of the system you paid for.



A FIXED AND PREDICTABLE COST

Whatever level of service you choose, the costs of managed services can work out cheaper than taking on additional IT people in-house. Large, labour-intensive projects are no longer a problem with flexible, dependable support on hand when you need it and for as long as you need it.

Also, there is never any need to call in potentially costly third parties to fire-fight crises or handle issues that are outside the remit of your IT team's expertise.

Initially, we sit down with you to examine the areas where you need support most, leading to both immediate and long term benefits for your organisation. We will present you with the pros and cons of the various available options, matching them to your individual needs together with case study examples of how our service is working for other customers.

You can mix and match our services for an entirely tailored solution. You can even specify that a member of the Servatech team work with you, on-site, on a regular daily, weekly or monthly basis. And any time you have any more specific requirements, our specialist and expert staff can fill the gaps without you having to hire extra staff for large, labour intensive projects.

DEPENDABLE SUPPORT,

With Servatech, you always have access to a pool of skilled resources whenever you need it. Our team of experts are alerted to issues often before they become a problem. This way we can take immediate action - minimising the potentially costly risk of downtime and ensuring that your system stays healthy, productive and secure.

Servatech's Managed Services remove your daily IT headaches and improve network performance and

system availability. We ensure you have the right pro-active support in place to keep your critical IT systems secure and running 24/7/365.

We can ensure that your business is guarded against viruses, spyware and spam, monitor your firewalls and other security systems. If you have concerns about staff Internet or email usage, it can be monitored and logs made available showing times and sites visited. These are just a couple of very basic examples. But virtually every aspect of your day-to-day IT system can be improved, automated and managed remotely - for a fixed, predictable monthly fee.

SERVICES MENU

- Service desk and System Support Services
- Incident and Problem Management
- Proactive Monitoring and Alerting
- Backup Management Services
- Antivirus Management Services
- Patch Management Services
- Imaging, Deployment and Asset Management
- Equipment Hosting and Datacenter Services
- Onsite IT Engineer Services
- Firewall/Security Management Services
- User and System Administration Services
- Capacity and Trend Management Services
- Change Management Services
- 4th Party Contract Management
- Account Handling and Management
- Disaster Recover & Offsite Data Replication
- Strategy, Planning and Integration
- Equipment Procurement

SERVICE DESK AND REMOTE SYSTEM SUPPORT

Servatech operate a three level ITIL based service desk, which works to tightly defined escalation and service levels. 85% of all calls received by Servatech are effectively dealt with and closed off within the service desk. Our historic service levels for FTF (first time fix) and RWC (response within contract) are both greater than 90% - in only 15% of cases does an engineer need to physically attend site.

User and System Administration Services

- This is an additional service provided through the Service desk
- New starters
- Leavers
- Forms
- Groups & Policies

Incident and Problem Management

For more detailed information, please see www.servatech.co.uk/downloads/softsupport

ONSITE ENGINEERING SERVICES

Deskside visits are provided through servatech's mobile engineering team, All work is carried out by our own experienced engineers, certified across all major platforms - we simply don't employ juniors or external third parties. So you are assured of the highest level of expertise at all times. In addition, and because site visits are usually associated with faulty hardware Servatech holds an accurate inventory of bonded or 'hot' spares for critical equipment. We can perform swap outs on the spot, everything is carried out strictly in accordance with manufacturers' recommendations, and all work is fully tested and guaranteed

For more detailed information, please see www.servatech.co.uk/downloads/systemcare

PROACTIVE MONITORING AND ALERTING

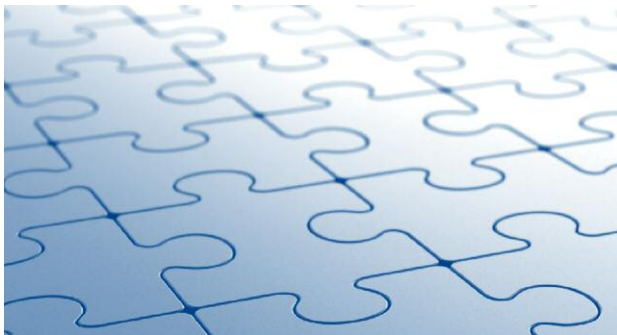
Servatech's six figure investment in building the SENTINEL Platform at its Wakefield-based Network Operating Centre (NOC), enables customers to hook into the platform at relatively low cost, effectively making world-class monitoring a reality for most companies.

SENTINEL from Servatech allows sophisticated IT monitoring of any system, any service, and any client within customers infrastructure:

Capacity and Trend Management Services

For detailed information, please see www.servatech.co.uk/downloads/sentinel





IMAGING, DEPLOYMENT AND ASSET MANAGEMENT

We can install the latest software, lock down and regularly refresh your desktops ensuring they are kept up to date. By standardising your desktops, the need for support is reduced, allowing users to be as productive as possible. When it comes to moves, adds or changes, we can manage all the changes on your network. The more distributed your computing environment, the more you need Asset Tracking/ Management. We can help you capture all of the hardware and software assets in your portfolio and then track them, report on them and manage them, delivering the information you need to make better decisions.

This service is completely scalable from a small asset tracking solution to complete asset management at any time you choose.

BACKUP MANAGEMENT SERVICES

From monitoring your daily backup, ensuring successful completion through to providing a full off-site data mirror Servatech is able to advise and provide the most appropriate data backup solution for your business. Servatech's NOC is climate and power conditioned and can even provide fireproof storage, if required, for total security of your digital information.

ANTIVIRUS/SPYWARE/SPAM MANAGEMENT SERVICES

Modern day threats can inflict damage to your network in a matter of seconds. One of the frustrations in trying to combat these threats is not only the actual detection process, but also stopping the spread of the threat concerned before it can inflict further damage. Servatech use a suite of detection removal and prevention tools to provide, clean feeds in and out of your system, with reports to show the level of protection and rate of detection.

PATCH MANAGEMENT SERVICES

The importance of keeping systems updated can't be overemphasized, with new exploits making it into the wild on a regular basis. However some patches actually cause more problems than they cure. Servatech ensure that critical security patches get installed on all machines as needed, but potentially problematic patches get rolled out only after they have been approved. Patch management can be a tedious and time consuming process, albeit an essential one, let Servatech take the strain while you concentrate on your core business.

ACCOUNT HANDLING AND MANAGEMENT

It's essential that we work in close partnership with our customers at all times. To this end, your dedicated Account Manager will work with you, holding regular SLA and Service review meetings. Steering the service to deliver exactly what your business needs.

DISASTER RECOVERY & OFFSITE DATA REPLICATION

You can't predict disasters like flood, fire, extreme temperatures or power cuts. Or problems like theft, malicious damage or cyber attacks. But you can make sure that they don't bring down your business.

Servatech can define, develop, test and execute a detailed disaster plan to ensure 24/7 business continuity should the worst happen. We can set up a fully equipped hot site where staff can immediately pick up where they left off, with minimal disruption to ongoing business.

Knowing you have bullet proof data back up in place dramatically reduces the impact that a disaster could have on your business. We can automatically safeguard your vital data, backing up to your servers or to ours through secure Internet tunnels. And because our secure servers benefit from uninterruptible power supplies and year-round environmental control, any data we store for you is doubly secure.

STRATEGY, PLANNING & INTEGRATION

Are your infrastructure costs spiralling out of control? Are mission-critical applications becoming encumbered? Do you find yourself looking for infrastructure solutions to solve problems, reduce costs and improve network performance?

Servatech can help you build an affordable, reliable network with an architecture that leverages the latest proven technologies and market trends. The result is an optimised environment for your mission-critical applications through a single source of management, support or a combination of the two.

And where replacing large chunks of your network isn't an option, we can advise on and install new technology to integrate with your existing assets. We can help you expand your network bandwidth and reduce your total cost of operations by exploiting the latest networking technologies such as IP (Internet Protocol) convergence.

FIREWALL / SECURITY MANAGEMENT

As well as managing and monitoring staff email and internet usage, we can also provide a managed firewall to ensure your system is protected against threats like viruses, malicious codes and spam.

We can also install and manage your Firewalls, to provide for entry, through Virtual Private Networks (VPN's) or secure gateways that allow staff to access and collaborate on information securely, no matter where they choose to work - at home, on the road or on a different site.

In today's rapidly moving business environment, your network needs to be protected from individuals and organisations that may be planning to disrupt business operations or obtain confidential business data. Our security solutions can also include the following services:



Security audit

Servatech can provide an independent assessment of the critical nature of the client's corporate data and systems. This is followed by a Vulnerability Analysis of the enterprise network, highlighting any exposed elements requiring attention.

Policy Creation

Servatech can work with the business managers to develop a detailed Security Policy. The Security Policy should be dynamic and constantly reviewed. Electronic and Internet access should not be implemented unless a comprehensive Security Policy is in place.

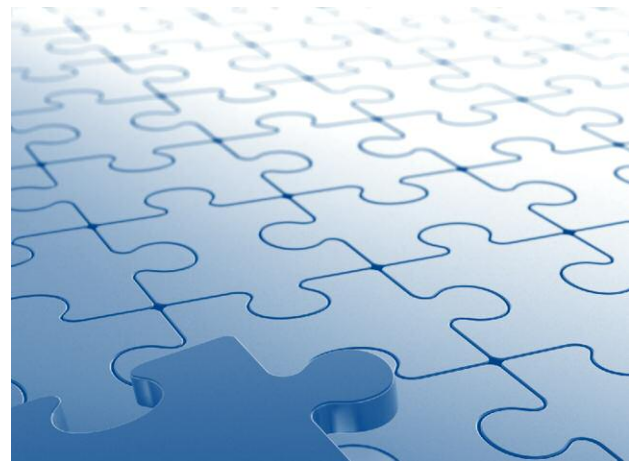
Product Selection

Servatech can review the client's existing security products and recommend a solution. Our product selection will be designed to match the organisation's Security Policy and overcome problems highlighted in the Vulnerability Analysis. We will configure, install and thoroughly test the solution to ensure it is bullet proof.

EQUIPMENT PROCUREMENT

Buying in bulk can save your company money, but not everyone has the large buying power or storage facilities of large organisations. By handing over your procurement needs to Servatech, whether it's purchasing of PCs or simply new parts, we have the multi-vendor buying power to give you price leverage usually associated with bigger companies. And where we can't achieve bulk-discounts, we can offer a price match policy.

Servatech not only removes the expense and hassle of a time-consuming task, we manage inventories and ensure standardisation of hardware and software throughout your organisation, providing custom configurations where required.



EQUIPMENT HOSTING AND DATACENTRE SERVICES

From Web hosting to co-located Servers, or even real time data replication and off-site backup, we've got you covered. Servatech's climate and power regulated server room, at our Wakefield office, provides a safe and reliable environment for your off site computing requirements.

3RD PARTY CONTRACT MANAGEMENT

Outsourcing your IT can also give you the opportunity to roll in the management of your other IT related contracts. Servatech provide a single point of co-ordination for your existing support agreements. We can monitor any issues you have and manage them through to a timely resolution providing you with just one person to chase rather than a multitude of account managers.

SPECIAL PROJECTS

Mobile working

We can provide you with the tools to build you a mobile infrastructure that's secure, stable and cost-efficient - and adaptable to your changing business needs covering PDAs, smart phones, wireless laptops and special use hand-held devices. Or we can do it for you so you can focus on your core business.

Short term, labour intensive projects

With Managed Services from Servatech, extra demand needn't mean recruiting extra staff. Now you can have all the experienced personnel you need, when you need them without the problem of surplus staff on completion of short term, labour intensive projects.

IP Telephony and Convergence

Servatech has been installing IP telephony solutions for its customers since 2003 and were amongst the early adopters of this technology. We can show you the benefits of moving to IP Based communications and provide a single source solution for all your voice and data requirements. For more information see www.servatech.co.uk/downloads

Servatech suggest that having a single point of contact benefits your organisation. We take a lifecycle approach to all projects on the basis of Plan, Build, Run and Monitor. This means that not only can we supply the equipment, we can install it, maintain it, offer full training and manage it remotely.

For more information, or to request an informal visit www.servatech.co.uk

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Take the advantage. Take the next step by calling Servatech today.

contact your Servatech representative on

01924 880630

for full details