Datasheet:

Managed Services

Our managed services are designed to free up the resources of your business. We become your IT department, taking on the responsibility of keeping your vital business systems and infrastructure running like clockwork - while giving you the freedom to focus on your business.

What are managed services?

Managed services refers to IT services delivered in a defined manner with a predictable expense. Typically, managed services are delivered with a remote monitoring and management (RMM) system that allows an IT solution provider to monitor the health and performance of customer IT assets 24/7. RMM means that we can perform proactive maintenance efficiently to stabilise your IT, and respond with rapid remote remediation when things go wrong.

A business without managed services is more reactive, costly and unpredictable. Consider the impact of unscheduled downtime caused by technical failures. With managed services from APH, you can expect to experience a dramatic reduction of such downtime and lower IT costs, as problems are detected and resolved faster.

What's included?

Whatever the core applications and systems you operate, we make sure they stay running at peak efficiency with minimal downtime, while providing all the management and IT support you need.

- Choose from a range of services, from basic IT support to full management of your entire network infrastructure.
- Get more than just a helpdesk. With our proactive support, we not only maintain your systems and monitor for potential issues, but also make sure everything is optimised for your applications to give you the ROI you deserve - even as your business changes and grows.
- Stay in control of your IT support fees. Get the IT management, support and peace of mind you need at an affordable monthly price with no hidden costs.
- Strategic IT planning. Our services include advice and support to ensure your business has the IT infrastructure in place to keep you working efficiently now and in the future.

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Features

- 24x7 monitoring and alerts - monitoring your assets and remotely addressing potential failures before they become critical, as well as setting up alerts for site visits.
- Asset management - we can manage all of your organisation's IT assets, including equipment audits and warranty tracking.
- VESDA smoke detection and Argonite fire suppression.
- Security assurance - keeping your entire network secure through continuous monitoring and reporting on viruses, malware and attempted network access by unauthorised users.
- Reporting - detailed reports of the health of your network are delivered through our managed services console, helping to simplify capacity management and upgrade planning.
- Regular business reviews - making sure your IT systems remain in line with your business objectives, while also helping to forecast future budgets.

The AVG managed workspace

Our managed services are delivered through the AVG remote management and monitoring tool. Integrating with your entire system, from printers to servers, the AVG tool gives us an overview of your business. We can predict issues before they happen and even configure the system for 'self-healing' in the event a previous problem reoccurs.

Strategic partnership

We may work remotely, but we don't see ourselves as separate to our clients. When you hire APH for your managed services provider, we work hard to form a close, strategic partnership with you in order to provide the IT resources you require at every level - from end user to management.

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