

# Managed IT Services

## At the heart of your business



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# APH Managed IT Services, at the heart of your business

IT is at the heart of all businesses. It acts as a cornerstone - an integral element that ensures all parts of the business can function properly. As a crucial cog within the company machine, it needs to be managed properly. An ineffective – or worse – malfunctioning infrastructure can have a serious impact on an organisation's output.

What can you do to ensure your IT infrastructure is always performing at the optimum level? Managing a communications infrastructure is no simple task. You're often tied up on urgent, business critical tasks, inevitably leaving lower priority activities to be postponed or skipped entirely. Wouldn't it be great if you had a partner that could manage those small, but critical tasks, for you? We think so – which is why we have developed APH Managed IT Services.

Taking care of IT in-house can be a serious drain on resources, which is why many organisations (of all shapes and sizes) are choosing to invest in APH managed services. We'll relieve you and your teams of the responsibility of day to day network monitoring, back-up, reporting and management tasks. At the same time, we'll increase the performance of your systems, and save you money.

By its modular and flexible nature – APH Managed IT Services are suitable for companies of all shapes and sizes.



# The APH Managed IT Services Portfolio

Our portfolio of managed services promises to reduce IT complexity, lower system maintenance, and management costs and significantly improve the value organisations derive from their technology investments.

Our managed services give you access to a wealth of skills and expertise that ensure you can focus on driving your business forward whilst your infrastructure and critical applications are managed by specialists.

## All our managed IT services are supported by our Service Desk

Our ITIL-aligned service desk team functions as an extension of your in-house facility. We deliver dedicated, high quality service and technical support to customers through a multi-level team of experts supported by robust incident and problem management process and procedures.

Our comprehensive SLAs range from Priority 1 to 3. Up to 75% of incidents are identified by our staff, assessed and resolved with no interaction from the customer, freeing up your team to concentrate on delivering business value to your end users.



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# Managed IT Support Care

APH's Managed IT Support Care services are designed to meet the demands of our clients and respond to today's environment and challenges.

The following features are available as part of APH Managed IT Support Care:

## 24x7 intelligence monitoring

We proactively monitor your assets and remotely address potential points of failure before they become critical. When a site visit is required, automatic alerts guarantee an immediate response.

Monitoring focuses on management information from:

- Physical and virtual machines
- LAN and WAN connectivity
- Storage
- Routers
- Switches
- Firewalls
- UPS and Access Control Services



## Asset management

We can manage all of your organisation's IT assets, providing a managed audit of your equipment as well as warranty tracking of your equipment.

## Security assurance

We provide extensive reporting to monitor the security of your entire network. This includes continuous monitoring and alerting for viruses, malware and attempted network access by unauthorised users. Patching of inventory ensures your operating systems remain up to date and are never exposed to vulnerabilities.

Additionally, we offer the following two services as part of our managed security offering:



**CLOUD**  
**PROTECT**

### CloudProtect – Managed Web Security

An automated web filtering solution that offers complete clarity and control. Hosted by APH and deployed to your organisation via a fully scalable cloud-based delivery model.

[DOWNLOAD DATASHEET](#)

### CloudProtect – Managed Email Security

Hosted by APH, CloudProtect is a comprehensive email security solution, saving you time, delivering assurance and boosting productivity via a fully scalable cloud-based delivery model.

[DOWNLOAD DATASHEET](#)



## Preventative maintenance

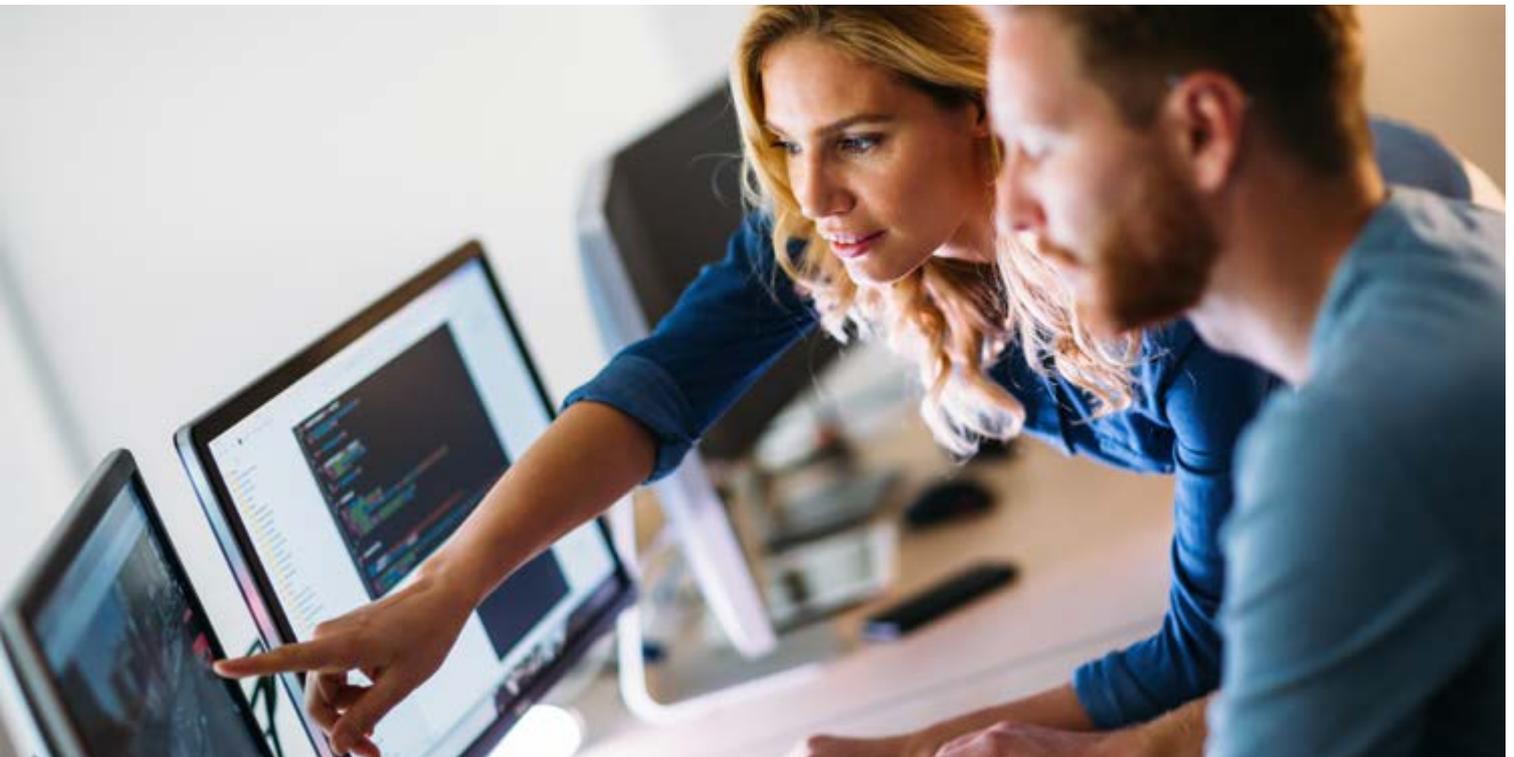
Our service minimises disruption to your working environment by resolving issues proactively. Constant monitoring of your IT assets' health and performance enables us to diagnose problems faster than, ever before they impact on business operations.

## Reporting

Detailed reports on the health of your network are delivered through our managed services console. These reports simplify capacity management and upgrade planning.

## Regular business reviews

We discuss the overall health and performance of your IT assets, as well as new opportunities to get the most from your investments. Our regular business reviews ensure that your IT systems remain in line with your business objectives and help you to forecast future budgets.



## Essential and Premium Services

We recognise that different clients have different support requirements, so we have developed two support care services:

Workstation	Essential	Premium
Reactive Desktop Support	✓	✓
CloudProtect – managed email security	✓	✓
CloudProtect – managed web security	✓	✓
Proactive Desktop Support		✓
OS Patch Management		✓
Scheduled Preventative Maintenance		✓
Availability Monitoring		✓
Network		
Reactive Network Device Support	✓	✓
Firewall Management & Maintenance	✓	✓
Monitor and Maintain Routers	✓	✓
Monitor and Maintain Switches	✓	✓
Audit & Remediate Network Vulnerabilities		✓
Monitor and Maintain Wireless Access Points		✓
Server		
Standard Server Monitoring	✓	✓
Managed Anti-Virus	✓	✓
CloudBackup – backup as a service	✓	✓
Proactive Server Support		✓
Advanced Performance Monitoring		✓
Key Application Monitoring		✓
Key Application Maintenance		✓
Scheduled Preventative Maintenance		✓
OS Patch Management		✓
Professional Services		
Account Review	Annual	Quarterly
Assigned Escalation Engineer	✓	✓
Unlimited Remote & Telephone Support*	✓	✓
Unlimited Onsite Support*		✓
Virtual IT Director		✓
Monthly Reporting inc.		✓
Asset Audits		✓
Service Usage		✓
Storage Audit		✓
Security Audits inc.		✓
Password Reporting		✓
User Account Audits		✓



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CLOUD  
BACKUP

# Managed Business Continuity

When putting together your business continuity plan, it's essential to remember that IT underpins your entire business. It's the backbone of your company. Without the correct backups, infrastructure and plan in place you could find that if disaster strikes - your business can't recover.

The Federal Emergency Management Agency (FEMA) states that almost 40 percent of small businesses never reopen their doors after a disaster. And if you do survive the incident, then the average cost of downtime is £4,300 per minute according to Gartner with more than just your bottom line affected.

APH ensures you're prepared for every eventuality. Through Cloud Backup, our backup as a service offering, APH provides an appropriate backup and disaster recovery solution for your business. Whether required on-premise or cloud-based Cloud Backup is designed to provide you with total peace of mind should the worst happen.

[DOWNLOAD DATASHEET](#)



Everything we do is tailored to your individual needs and will be overseen by our experienced project managers from conception to completion; giving you a single point of contact and ensuring that you are always aware of what is happening and when.

### Why Managed Business Continuity?

- Fully managed service provides peace of mind
- Strategic advice
- Risk management
- On-premise and cloud-based disaster recovery options
- Full redundancy
- Regular testing

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CLOUD  
HOSTING

# Managed Hosting

Hosting your IT environment and applications in-house is an inevitable drain on resources that can hamper the growth of any business, big or small.

Because of the continuous investment needed to maintain on-premise IT infrastructure, the possible move to a secure hosted environment with associated fixed costs can be the right move for small and medium sized companies.

By taking advantage of APH's flexible range of managed hosting services, your business can work smarter and more efficiently.

## Why choose an APH hosted service?

A managed hosted service from APH provides you with a state of the art infrastructure solution without the hassle of keeping your own hardware or applications on the latest releases. Consequently, you can focus on the strategic aspects of running a business. You won't have to invest in more servers to cope with seasonal demand or fluctuations in trade. Instead we we'll provide you with flexible hosting that can grow and flex with you.



Our costs are fixed and transparent. You won't be hit with any unforeseen bills. You'll get the same great service for the same price, whatever the future holds. And our high-level security provided as standard means you don't have to worry about your business being compromised.

Managed services are a key aspect to what differentiates our managed hosting from other hosting services. Typically, we will be responsible for hardware and software set-up and configuration, technical support, patch management, system maintenance, monitoring and updates. We offer a menu of add-on services included enhanced security, 24x7 monitoring and backup and disaster recovery as a service options. from basic service offerings to pricier bundles of more advanced services.

Standard services that we can include in your hosting solution include:

- Server configuration, maintenance and monitoring;
- Anti-Virus software;
- Application support;
- Support for resolving technical issues
- High availability and disaster recovery;
- Security services, such as vulnerability scans, intrusion detection, and distributed denial-of-service prevention and mitigation.

If you are considering moving your applications to a secure off-site location, please contact us to discuss our hosting service and we'll provide you with a quotation based on your specific requirements.

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# Benefits of the APH managed IT services model

By outsourcing some or part of an IT infrastructure to APHour clients experience a range of benefits, both in the short term and longer term.

## Mitigating risk

With research showing up to 70% of self managed infrastructure system down incidents are caused by human error, trusting your support services to APH mitigates that risk.

The layer of support that we provide on a pre-agreed SLA provides our clients with peace of mind that any issue can be located and resolved swiftly. Whether it's a problem with the network, or a faulty telephone line, levels of availability and functionality are much higher with our dedicated managed service – all coupled with a single point of contact for ease of access.

## Fixed monthly costs

By outsourcing some or all of your IT infrastructure management, you can manage your operational and labour costs in a much more foreseeable manner. From how you are billed (monthly maintenance costs for example) to how you can free up expensive IT resource to focus on more value-add tasks – our services allow you to get a real return on investment.

## Reduce IT and operating costs

Reduce costs by augmenting your IT staff and reducing your total cost in supporting hardware and software. You can also optimise operational spend on IT investments by leveraging the cloud and virtualisation to free up funds for strategic projects.

## Widening in-house expertise

Dovetailing the broad and deep skillsets that an MSP can provide with internal resource of a client is another benefit. Rather than a straight replacement of an IT team (which is often a misplaced fear of outsourcing), it is a complementary relationship which often comes into play when organisations struggle with holiday and sickness cover; recruitment pains and expense or a specific skills gap for a particular project or problem.

## Increased staff productivity and service uptime

By delegating responsibility to APH, you can move away from areas that are time consuming, difficult to manage and control and that provide little in the way of instant benefit. IT resource is freed up to focus on areas that can aid business growth. A service contract with APH also moves in-house IT away from reactive problem solving which can prove disruptive to other ongoing tasks. By providing intelligent monitoring and alerting, we provide fast problem resolution.



## Flexibility

Our managed services model can be tailored to meet your business needs - be it objective, budget or project driven; with elements of service provision able to be switched on and off. The physical equipment can remain on premise or in our managed hosted environment.

You can choose what parts of your infrastructure you want to outsource. From email and telephony to LANs and WANs, you can even place the entirety of your IT system in our hands. Our service is bespoke, it's scalable and it's flexible.

## Access to modern technology and market leading vendors

Our clients have access to specialist advice on an ever-changing market. Making sense of buzz words and acronyms such as DRaaS, UCaaS, Mobility and Hybrid IT and how those technologies can help your business is an invaluable resource.



# Why choose APH?

## A customer-centric approach to service

All members of the APH team are dedicated to delivering an excellent customer service experience. Every employee takes a hands-on approach to problem resolution, working with each customer to better understand their business needs and to help them continue to evolve and grow with support from APH.

## Experienced across all models

We provide a cross-platform service that can span on-premises, cloud and hybrid infrastructures. We know how to seamlessly integrate all the moving parts to get the most out of your systems and applications, so that you can focus on growing your business.

## Access to technical expertise

We have a team of highly accredited engineers and consultants who can offer advice on both strategic and tactical areas such as business continuity planning, how to reduce on-going capital and support costs through cloud solutions, and how to extend your workplace with mobile infrastructures.





## Flexible, modular approach tailored to your budget

We offer a range of enterprise level services accessible to small and medium sized businesses. We can work with you to tailor the service to meet your budget, objectives and technology model. It's not a case of either in-house or outsourced. You can choose a hybrid model - to invest in managed services for whichever components you wish, while keeping in-house the elements that you can manage effectively.

## Critical application expertise (SAP)

Our clients find it reassuring that we have extensive experience delivering SAP Business One installations and supporting critical applications. We appreciate high availability of ERP software is a business essential and as such we often support our SAP clients' entire infrastructures, as well as their applications.

# Next steps?

Interested in understanding how we can help you increase uptime, whilst lowering operating costs? Find out with a free cloud migration assessment.

Take advantage of a 15% discount if you sign up for a multi-year service agreement.

[GET IN TOUCH](#)



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