

# Managed Services

Making the complex simple



Supporting our partners from desktop to data centre, with a dedicated service desk available 24x7x365, ensuring security and aiding compliance



**77%**

think one of the legacies of Covid-19 will be for their organisation to shift to a digital-first mindset

What are UK businesses looking for in a Cloud provider?



Physically closer to most of our customers, working across the country to make the complex simple



*"Advanced has successfully built a really strong, resilient and flexible platform that offers versatility and scope for many years to come. They listened to our current needs and future plans, and developed an innovative solution that is delivering immediate value to us and our customers with possibilities in the longer term. It is really about the collaborative relationship I have with the people there. Advanced is a good company to be in a partnership with."*

Adam Sewell, IT Director, Copyright Licensing Agency

The cost of doing something and investing in your IT on this scale can be intimidating, but the cost of doing nothing can be detrimental

Doing nothing traps your organisation's transformation and growth in a rigid status quo	Working with Advanced invests in specialist support that consistently works with and for you	Doing it yourself can be risky with the heavy reliance on your in-house team
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Over  
**20**

years of experience delivering IT Services

NPS score of  
**+60**

from our Managed Services customers

Directly connected to  
**3**

world class data centres - Azure, AWS and Advanced

Supporting over  
**20,000**

end users across multiple sectors





Advanced's world-class Managed Services are delivered with industry-leading technology, ensuring your organisation's goals are the focus. We're committed to keeping the lights on while keeping you ahead, with delivery models that specifically make space for innovation and a breadth of services that can meet your needs, desktop to data centre.

Our comprehensive range of Managed Services can be tailored to your requirements. We are able to support individual applications through to your entire infrastructure environment, utilising a choice of platforms including Cloud. Adopting our Managed Services provides an efficient way to stay up-to-date with technology, have access to expert skills, dedicate more time to your business-aligned IT strategy and address issues related to IT cost.



### Managed IT Services

Our Managed IT Services are focused on supporting your organisation from each end user to whole enterprise. We utilise a 'Squads' delivery model which means that our trained specialists are dedicated to an element of service provided, working together for the same customer to provide the best experience possible. Space for innovation is created in our practices as we know how important it is to not only get your standard operations right, but also be able to do things that enhance your individuals' experience.

To achieve this, we have separated our Squads into those focused on Business as Usual and Innovation. This has been done to deliver a truly end user centric experience. We now have one dedicated to ensuring everything works, is set up, with connectivity and access to everything required, as and when it is. Another team's skillset is then constantly reviewing your IT, establishing whether or not you're receiving the value from your technology that you could be. If there's more to be done and ways to do things differently, our teams are committed to finding them and acting on them

Within this, we provide 1st-3rd line service desk that can be available 24x7, 365 days of the year. For central services in the NHS, we readied our Service Desk for 12,000 end users in only 3 months; mission critical support is our speciality.

In relation to other IT Services you may consume, we can flex to support a range of guardianship types in the Service Integration and Management model.

### Cyber Security Services

In today's connected world, securing your business is a necessity. Our Cyber Security Services are delivered in various packages and tiers to improve your security and reduce risk for your organisation while you focus on driving business success. These services are broad enough to cover a multitude of issues, while our expertise adds specific necessities for different industries, all at prices that can suit most budgets.

Through our activity, we aim to be the fastest to find the threat and then fix the issue across Cloud, hosted and on-premise IT infrastructure. We understand how important it is to secure your organisation, especially in a world that is becoming more digital.

We're here to help.

### Digital Workplace

Centred around end user computing, and utilising familiar Microsoft technology, our Digital Workplace services allow IT leaders to focus on strategic activities, while improving security, agility and innovation.

We follow four key principles:

- > provide security and end user focused services that can be trusted;
- > 'as-a-Service' delivery with modern lifecycles management that enables you to stay current, compatible and secure;
- > support the UK Government Code of Practice;
- > provide innovative solutions with a high quality managed service experience.

Beginning these projects with Voyagecare, our commitment to our customers is that their end users will have the devices, tools and support they require to perform efficiently, digitally.

### Cloud Services

We intrinsically connect with the Cloud to provide simple access to the latest technology - delivered, maintained, monitored and supported by a team of specialists. Our team become an extension of your IT department, ensuring the right environment is deployed for your needs in a cost-effective manner.

We can provide access through direct connections to Azure, AWS and our own Data Centres. Our robust services also include reporting, performance testing, backup and recovery to ensure that you continually deliver a first-class service to your customers.

That Cloud underpins how to work better is exemplified by how many of our projects include our Cloud Services. For example, the previously mentioned Voyagecare project grew from Digital Workplace to an end-to-end service with the hosting of complex workloads.



## The Ideal Fit

The most successful partnerships that Advanced have are with customers that are in one of two situations: they need to make the complex simple or they need to trust that the simple is happening and it doesn't distract their internal teams from core activity. Having worked in complex, traditional, highly regulated sectors such as Financial Services, Government, Health & Care and Legal, we understand how difficult digital transformations can be. Digitally transforming can be inspired by those outside of your organisation, but the activity ultimately needs to be tailored to you. This can be complicated to ensure when executing such strategies for the first time.

Working with Advanced simplifies any complexities. Our experts will come work closely with you to find out where you are, where you want to be, then successfully connect those dots. Alternatively, we offer exceptional value to organisations that need to be able to trust their IT to keep the lights on and keep them ahead, without it draining internal teams and taking them away from business growing activity. Whether it's reviewing infrastructure, rationalising applications or a need for a service desk connected to experts qualified to support leading technology from the likes of Cisco, Citrix and Microsoft, we can help.

## Accreditations

- > ISO 14001
- > ISO 9001
- > ISO 27001
- > Microsoft Gold Partner
- > AWS Accredited
- > IBM Gold Partner
- > Citrix Certified Partner
- > Cisco Certified Partner
- > VMWare Certified Partner
- > G-Cloud Supplier
- > Crown Commercial Services RM3804 Framework Supplier

## More information

w [oneadvanced.com](http://oneadvanced.com)  
t +44(0) 330 343 8000  
e [hello@oneadvanced.com](mailto:hello@oneadvanced.com)

Ditton Park, Riding Court Road, Datchet, SL3 9LL

Advanced Computer Software Group Limited is a company registered in England and Wales under company number 05965280, whose registered office is Ditton Park, Riding Court Road, Datchet, SL3 9LL. A full list of its trading subsidiaries