

Managed Information Technology Service



> Proactive > Consistent > Affordable



www.torixmsp.co.uk

It's Like Having Your Own IT Department



System downtime, viruses, spyware, losses of productivity.... Are the computer systems you rely upon to run your business not working consistently and as expected? These distractions are unnecessary, time consuming and very expensive.

Proactive, Flexible, Affordable, Managed

At Torix, we understand this. We also know that businesses are constantly challenged by the task of managing the demands of business growth while coping with continuous technology challenges.

Our focus is to keep your IT systems operational, available and secure so that you can focus on the everyday demands of expanding your business, managing costs and increasing revenues. We're here to help you realise the productivity gains and Return on Investment you have been expecting from your computer systems all along.

Our managed service programs consist of various service level offerings that provide affordable proactive IT management and support. Utilising our unique framework for providing managed IT services, Torix provides a range of proactive services designed to optimize your technology investment and maximize the productivity of your people and business.

It's not just about monitoring, that just lets you know something is wrong.

And it's not just about remote access to your systems to troubleshoot issues.

It's about a proactive preventative approach to IT systems management

This is possible through the use of a series of "Best Practices" that we have developed over years of collective experience.

Best practices for tasks such as:

- Spyware Protection and Removal
- Virus Protection
- Disk Drive Analysis
- Security Patch Management
- Application Usage
- System Auditing
- Backup and Disaster Recovery
- User Policy Enforcement

Best practices that are embodied in an automated state-of-the-art infrastructure that gives you immediate response time, access to resources and proactive solutions.

Our technology expertise becomes your competitive advantage.

DID YOU KNOW?

20 million person days per year are lost due to technology failures

A cost that few Businesses can afford. Any business supported by technology should consider both direct & indirect costs.





Businesses are often shorthanded when it comes to fully leveraging technology, and are often frustrated because their IT staff is spending too much time simply keeping their IT systems up and running. They would prefer to be using their resources to perform more strategic tasks which can have a greater impact on their business rather than simply reacting to problems.”

Jeff Kaplan, THINKstrategies, Automating and Optimizing Service Delivery Performance

Proactive IT Management

By maximizing the benefits of technology, daily, weekly and monthly IT tasks can be automated and scheduled to ensure all tasks are completed and reported consistently and without fail.

As the tasks run, valuable data is gathered to spot trends and patterns which can be used to plan system changes or enhancements. This reduces or eliminates any impact on the business.

Consistency creates reliability which results in predictable costs. How many times have you received a bill that you couldn't understand or begin to determine if it was justified?

Consistency is the cornerstone of Our Managed Service Programs.

Our Managed Service Features

- Site Assessment and Inventory
- Proactive Service
- Management and Status Reporting
- Best Practice Driven
- Automated and Reliable

We keep you informed by providing regular communication and executive reports covering the overall health of your computer network and the results of our services. All communication and issues associated with your users and systems is tracked, reported and retained for analytical, historical and audit purposes.

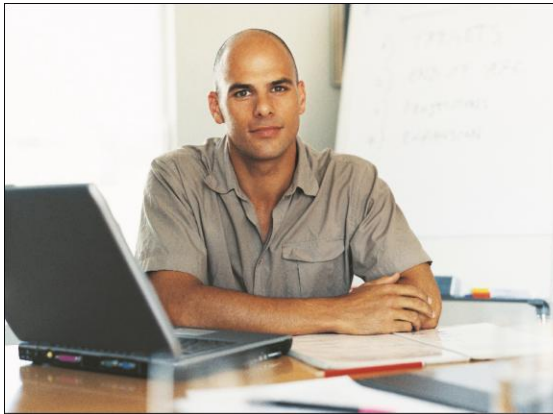
Our Managed Service Benefits

- Reliability
- Security
- Consistency
- Productivity Gains
- Cost Management and Control
- Performance
- Managed Expansion and Growth

Our goal is to serve as your technology partner with a focus on providing solutions. By using a consultative approach to evaluate your business and technology needs, we can advise on the best solutions for your current and future needs

Torix provides you with a single source of professional expertise and resources you need to streamline system management and support functions at an affordable price. Torix uses advanced processes, tools and methodologies, to deliver superior services that match your needs. You can choose from a variety of service plans that range from routine system maintenance and management to complete IT outsourcing. We will help you turn your data networks into an effective, efficient component of your growing business.





A proactive, preventative approach to IT management.

Let Torix help you realise the productivity gains and Return on Investment you have been expecting from your computer systems all along.

Torix – Managed Service - OPTIONS

Torix's range of managed services includes the following:

- System Log Monitoring
- Security Patch Management
- Virus Protection Management
- Daily System Audits
- End User Support Portal
- Monthly Management Reports
- Application Deployment
- Application Addition and Change Notification
- Installs, Moves and Changes
- Security Log Monitoring
- Application Log Monitoring
- Spy ware Removal and Management
- Bandwidth Usage Tracking
- Asset Management
- Report Generation
- Remote Management
- End User Remote Control
- Desktop Policy Enforcement
- Disaster Recovery
- Firmware Management
- Backup Management
- Hardware Change Notification
- Application Addition Change and Notification
- Monthly Health Checks
- Regular Service Reviews
- Extended Support Hours
- Edge Device Support (Printers, Switches, Routers etc)
- Maintenance and Clean Up
- Event Log Monitoring
- 24x7 Service Monitoring and Notification
- Onsite Support
- Service Levels
- Priority Management
- Dedicated IT Support Manager
- 3rd Party Vendor Management

Our comprehensive services are designed to keep your systems and personnel productive. Each program provides varying levels of coverage based on user, desired results and budget without compromising quality.

Standard Service Plan

Provides the basic services to keep your IT infrastructure secure and notify us of any imminent problems.

Advanced Service Plan

Provides more advanced security measures for dealing with malicious threats, establishes baseline policies, asset tracking and changes, software rollout and upgrades and overall health of the infrastructure. Unlimited remote support from our helpdesk.

Advanced + Service Plan

All the benefits of our advanced plan but includes unlimited onsite support..

Premium Service Plan

The ultimate protection for your infrastructure to ensure maximum efficiency and minimal downtime. Includes all remote and onsite support. Vendor support, extended support hours. Antivirus, Spyware and Malware tools , no need for you to purchase annual licenses, they are inclusive. Free Disaster Recovery. Fully scalable as you company grows.



Torix Managed Services Ltd. 60 Brimmers Hill,
High Wycombe Bucks HP15 6NP
Tel: 01494 714411

www.toixmsp.co.uk