



## UNLIMITED SUPPORT OF YOUR TECHNOLOGY INVESTMENT

Managed IT services are delivered in a defined manner with a predictable expense. Our managed service agreements help reduce and optimise technology expenditure, keeping your internal resources focused on core business activities, and providing accurate data about the health and performance of your technology assets.

### AT A GLANCE

We become your internal IT department, supporting your users and managing your infrastructure. Attending site daily, weekly or monthly, we take the burden off your internal resources and deliver a first class SLA and performance based support service.

### KEY BENEFITS

- Responsive SLA with unlimited IT support
- Unlimited network administration & housekeeping
- 24x7 network infrastructure monitoring, management & reporting
- Continuous infrastructure auditing & asset management
- Onsite engineering attendance (daily, weekly, monthly)
- Proactive & dedicated account management
- 3rd party vendor management

OryxAlign have a dedicated team of highly qualified and accredited support and infrastructure engineers who deliver responsive and accurate technology support based on ITIL best practices and corporate standards.

Our IT Service Desk provides unlimited infrastructure support and management 24 hours per day. With the aid of world class remote monitoring and management (RMM) applications we deliver powerful management and automation with the ability to collect, collate and alert on all the information needed to quickly identify and address issues across our clients' infrastructure.

By deploying our RMM applications designed specifically with IT services automation in mind, OryxAlign monitor and manage the complete portfolio of IT devices, automate routine services and patch management, and configure self-healing scripts, as well as resolve infrastructure issues from within a single application.

### SERVICE DELIVERY AUTOMATION

Automation in our service delivery allows us to provide a solid technology foundation on which to carry out the five core functions which are critical to success: **monitoring, management, notification, reporting and interoperability.**

The opportunities to automate daily system support and administration tasks increase at every stage of adopting our managed IT services and our clients increasingly understand the relationship between efficient, managed and proactive IT services and their bottom line.

OryxAlign are an invaluable resource, not just for staff here in the UK but also for our office in France who they support seamlessly

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SHORTLISTED AS  
**MANAGED SERVICE PROVIDER**  
OF THE YEAR 2013





**FEATURE**

**BENEFIT**

**VALUE**

**UNLIMITED TECHNICAL SUPPORT**

15 minute response times  
Advanced ticket management  
Self-service portal Comprehensive network

Fast, accurate and intelligent support service delivered by a dedicated service desk allowing you to stay productive.

Gain the function of an inhouse IT department at a fraction of the cost by outsourcing your technology support and network administration.

**ONSITE ENGINEER**

Scheduled daily, weekly, monthly quarterly understanding.

A highly skilled technical resource at your disposal to support your business operations.

Providing a cost efficient caring & effective service whilst gaining an in depth of your business

**24X7 MONITORING & ALERTING**

Network and device availability  
Immediate, automatic alerts and pre-failure indicators

We'll identify IT issues much faster – often before you experience problems—and address them proactively.

You'll see a reduced cost of downtime, and minimize the resulting lost opportunities, lost productivity, and service costs.

**ASSET MANAGEMENT**

Initial network assessment  
Asset inventory management  
Detailed network audits  
Warranty tracking

You'll get accurate, up-to-date asset and warranty tracking for fire, flood and theft insurance or taxation purposes.

You'll save money with better asset life-cycle management, and you'll never pay twice for maintenance.

**SECURITY ASSURANCE**

Baseline security scanning  
Continuous monitoring for viruses, spyware and malware  
Automated verification of backup successes and failures

Protect your assets and data with round-the-clock protection from virus, malware and other attacks; achieve regulatory compliance with legislation relevant to your industry.

You'll reduce downtime and its associated costs, while increasing customer confidence.

**PREVENTATIVE MAINTENANCE**

Automated scripting  
Automated security patching

Lengthen the lifespan of your assets and minimize technology problems that reduce productivity.

Your team can get more done, and you'll reduce expenditures on emergency repairs.

**REPORTING**

Detailed, graphical monthly reports

You'll always know exactly what's going on in your network, and be able to identify and analyse pending issues.

You'll be able to optimize every dollar you spend on IT based on accurate, detailed data.

**QUARTERLY BUSINESS REVIEWS**

Detailed needs assessment  
Set objectives and plan for improvements

An opportunity to prioritise projects, plan budgets, and discuss solution optimizations

You'll be able to conduct more accurate budget forecasting based on the facts.

**ABOUT ORYXALIGN**

OryxAlign is a thriving and vibrant managed technology services provider, with client happiness at the heart of our business. With decades of combined experience, we remove the stress and strains of IT by delivering efficient, practical and affordable managed technology services.

**We work as your IT partner, not as an outsourced provider.**