



“Through working with BSG, our ICT team can now focus on those areas of IT that add unique value to the organisation.”

- Rob Smith, Virtual IT Director, AAT



Business Systems Group

## Data Centre Services – Utility Managed Services

Distinct from our Full IT Outsourcing service, our Data Centre Services are a set of utility based managed services designed around the needs of businesses who have an expert in-house IT function but who still require additional support for managing certain elements of their environment. These complementary service offerings are designed to help organisations focus on delivering IT services that offer real business value back to their business, as opposed to “running around keeping the lights on” managing services that offer no business advantage.

With Utility Managed Services, some clients come to us for specific services such as managed backup or systems monitoring, whilst others see us as an additional flexible resource, working in partnership with the manager responsible for IT services, and supplementing the in-house IT support by working as an extension of the team.

BSG delivers utility managed services to cover the core IT operation functions that a typical IT department is responsible for. BSG understands that all organisations are different and have individual requirements, and therefore instead of a one-size-fits-all approach BSG offers you the flexibility to select the combination of services that are right for your needs and customers are able to engage BSG to discuss both pre-defined and bespoke services as required. Example services include; Managed Backup, Managed Storage, Managed Email, Managed Services and Systems Monitoring.

**The key for BSG clients is that they decide which Utility Managed Services they need.**

**Why spend time not adding value to your business?”**



### Systems Monitoring

BSG Monitoring delivers organisations extensible and scalable enterprise-class service monitoring and management, deployed on environments within the BSG Data Centre, on premise at a customer site, or on the Cloud for application management and reporting. This combination of service elements improves the availability, manageability and scalability of customer IT environments whilst passing the responsibility for operating the monitoring environment to BSG via a single Service Level Agreement.

### Managed Service Desk

BSG's ITIL compliant managed service desk can be structured as a simple call-logging facility, a technical second tier escalation facility or any combination in between (as with all BSG offerings, you choose the combination that suits). BSG's support centre actively manages all work generated by customers and technical staff alike.

### Managed Backup

BSG's managed backup service solution offers organisations complete protection of data in all circumstances with business continuity solutions tailored to meet the specific needs of the individual client. The service uses i365 software and enterprise level server and storage technology. For a predictable monthly fee, BSG will ensure that all elements of your business continuity are thoroughly managed, ensuring that your business is maintained with little or no disruption after any invocation.

### Managed Storage

BSG's managed storage service is an additional complimentary service (at a fixed monthly cost based on a pay for use model) which integrates with managed backup and allows organisations to consolidate existing data, enabling better use of this information for greater competitive advantage.

### Managed Desktop

BSG works with leading virtual desktop vendors, such as VMware and Citrix, to deliver a managed desktop service to our customers, enabling them to: reduce costs, enable remote working, remove the burden of desktop moves and changes, increase security, and enable instant disaster recovery and business continuity. Customers such as Vail Williams and Enrich Reward benefit from BSG's managed desktop service as well as enabling their internal IT team to focus on the core areas of the business.

### Managed Maintenance

With an ability to offer one support contract, with one number to call, with one anniversary date, BSG's Managed Maintenance offering covers a number of Tier 1 vendors including HP, IBM, Sun, NetApp and Cisco. Our objective is simple; we aim to be more competitive, more flexible, and more valuable than your current support partner.

### Managed Hosting

Whether you're looking for simple collocation, complex managed applications or business critical network services BSG Managed Hosting provides the multiple data centre presence and redundant network infrastructure your business needs. Grounded in the management processes defined by BSG's ISO27001 certification, BSG Managed Hosting infrastructure is supported by a state of the art Network Operations Centre (NOC), which is connected by a 24x7 monitored fault tolerant WAN to the 24x7 fault tolerant management LAN within the three BSG data centres. The benefits are less space used in your facilities, less capital cost of hardware, and of course less power and cooling headaches.

### Managed Patching

The BSG Patching Service is an option available to customers for some or all of their environment and is available as both a hosted and remote service. BSG will review patching bulletins from hardware and software vendors on a monthly basis. Any notifications received from vendors will be assessed for their relevance to our customers' environments and, where they are felt to be relevant, a list will be compiled and submitted to the customer under Change Control. The Change Control process will contain details of any potential risks, service outage and appropriate roll back procedures should the patch application fail.

## Next Steps

Contact BSG to arrange for one of our account managers to discuss your storage requirements and to see how BSG can help.

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