



DESIGN



DEPLOY



OPERATE



Business Systems Group

Managed Services Overview

BSG delivers a full range of award winning managed services, from the tactical out-tasking of utility IT components, such as hosting, service desk, backup and storage, to a full outsource of your entire IT environment.

Business Systems Group Limited Registered in England No. 2124540
Registered office BSG House 226-236 City Road London EC1V 2TT



BSG is a vendor independent IT services company that works with customers to help them align their IT to their core business requirements. We aim to help IT departments free themselves from day to day operational activity to allow them to deliver strategic value back to their business by creating an agile and scalable infrastructure that is closely aligned to their organisations core business operations.

Firstly, we achieve this through focusing on the core utility components of our customers IT operations, such as monitoring, backup, email and hosting, and providing them on a pay-as-you-go cost model. This approach enables our customers to focus on the delivery components of their IT services, those which offer their organisation quantifiable business benefit.

Secondly, utilising our Solutions team we are able to offer application development and support skills to deliver a fully supported application management managed service, either for existing legacy applications or new applications being developed by BSG. This can be delivered as a fully managed outsource service or as part of an 'application tier only' support service.

This offers our customers the choice of tactical out-tasked manage services around specific utility IT functions or a full outsourced managed service where we take responsibility for delivering all of your

As a managed services provider we benefit from leveraging economies of scale through dedicated facilities, shared services, and a wide technical skill base, allowing us to deliver comprehensive and cost effective managed services which are usually cheaper, more flexible, agile and scaleable than those which our customers are able to provide in house. All BSG managed service are governed by a Service Level Agreement (SLA) which guarantees the levels of service a customer can expect in terms of system uptime and application delivery.

The BSG methodology for helping customers best maximise their IT investment is based on working with them to help define their Business IT Roadmap. By benchmarking current environments and building a desired state model showing where they need their IT to be, it allows organisations to establish clear, achievable roadmaps to transform their IT from a cost centre into a strategic business asset.



- **Utility** - day-to-day IT operations that add no quantifiable business benefit, but without them the business could not function. These usually have a low rate of change, have a high operational cost relative to benefit, and are only noticed by the business upon failure.
- **Assembly** - the collection of the utility parts and building/stitching them together to deliver the IT to the business.
- **Delivery** - the part of your IT infrastructure that delivers real quantifiable value, and perhaps competitive advantage, to your organisation, and can be viewed as a differentiator in the business world. For example, a critical business application where all elements are critical to the way your organisation operates within its field would be a Delivery component.

For more information on complementary services please contact;

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