



IT Managed Services

Is managing your IT systems proving a headache?

As your business grows and becomes more reliant on technology, the threat posed by technical issues becomes ever larger. Just a minor problem could bring your systems down, causing significant damage to your profits and reputation.

You may also find that your IT staff are getting bogged down resolving minor technical problems, installing new software and updating licences – rather than concentrating on customer services and business development.

Entrust your mission-critical systems to ArdentA

By placing your mission-critical systems in the hands of ArdentA's trusted experts, you could redeploy your technical staff and tighten your company focus.

With your people free to spend more time on customer service and business development, you could soon see a dramatic improvement in the success of your organisation. You'll also reduce your operating costs.

Managed Services is not all about cost though. By being able to respond efficiently, flexibly and effectively to customer demands and changing business requirements, you'll gain a considerable competitive advantage.

Benefit from our years of experience and expertise

At ArdentA, our team of highly skilled technical experts have a proven track record in delivering a range of Managed Services for organisations in a variety of industries. Our customers include:

- BBC • ITV • BUPA
- Clyde and Co

The ArdentA difference – today and tomorrow

Ardenta was founded by two technicians – Neil Truby and Scott Hanson. Neil and Scott continue to work with us today and it is their grass-roots knowledge of the solutions we deliver that has helped us develop a culture of technical expertise and excellence. Through this experience we have gained a thorough understanding of our customers' requirements and how best to serve them.

This helps us to deliver on our mission to ensure that the enterprise information systems that your organisation depends upon are designed, implemented and maintained at optimum levels.

“As well as providing a thorough, detailed examination and audit of our systems, ArdentA was keen to see us make the most of their findings, offering help with implementation of any aspects of their full systems audit. It is clear they have a deep knowledge of enterprise systems and they're genuinely keen to see that we get the best from them.”

Nicola Duckett, IS Director,
Musgrave Budgens Londis.





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Whatever your operational needs, we have a solution

We offer a wide range of Managed Services to help you manage any aspect of your business-critical systems.

- **Hosting**

Our hosting services remove all the headaches associated with running operations on a daily basis

- **Remote Monitoring**

Through our technical expertise, we have developed our ground-breaking SystemAngel IT monitoring rental service which features:

- 24x7 system monitoring service on a rental basis.

- Online reporting to monitor Service Level Agreements (SLAs) and alert engineers of an issue via email, pager or SMS.

- **Technical Support**

Our in-depth knowledge of technical projects of any size and complexity helps us implement even the most technical solutions efficiently and smoothly.

Choose the service level that's right for you

Not all organisations are the same and at ArdentA we understand that your company's needs are as varied and individual as you are. From technical support to full system management, we have the level of service that's right for you:

- **Bronze service**

A one-off time and materials cost for system health checks, providing you with guidelines to carry out your own future development.

- **Silver service**

System support service that runs from Monday to Friday, operating from 9am-5pm – excluding public holidays. Additional work is priced on an ad hoc time and materials basis.

- **Gold service**

As silver service but operates on a Saturday

- **Platinum service**

Ardenta takes full responsibility for the running of your systems, 24 hours a day, seven days a week in a comprehensive managed service.

All our Managed Services are underpinned by a SLA that forms the backbone of the services we offer you. This ensures that any technical problems you encounter are dealt with swiftly and efficiently, minimising disruption to the business.

All the elements set out in the SLA are measured and monitored in accordance with ArdentA's ISO 9001:2000-approved Quality Management System.

So why not get in touch and see how we can help maximise your systems?

www.ardenta.com

info@ardenta.com

Tel: 0870 765 7560

Fax: 0870 765 7043

Ardenta Limited, Sunbury International Business Centre,
Brooklands Close, Sunbury on Thames, TW16 7DX