



# Professional Services

Expertise and capacity on hand whenever you need it

Our Consulting Services help you identify true business requirements and then decide how best to implement, deploy and manage the right technology to satisfy them. Likewise, trying to in-house resource all aspects of your IT estate is expensive and impractical. As such, IT departments are constantly under pressure to deliver an optimum infrastructure, often with expertise shortfall, resource gaps and on a limited budget.

## At-a-glance

- Best in class Consulting Services
- Experts across Microsoft, VMware, Citrix and more
- Industry-leading project management expertise
- The choice to transition to a managed services should this be desirable

Delivered by our nationwide team of highly qualified and experienced technology consultants, we offer a range of services from straight forward consultancy to design, deployment and managed service provision, to help meet these challenges.

## Key Features

Through our Services Ecosystem, our Consulting Services are arranged into three discrete portfolios, closely aligned to the challenges our customers most commonly face.



### End User Computing

We address needs surrounding the client estate, covering desktops, notebooks, tablets and mobile devices, assisting in the migration of one device or OS to another and enhancing how those devices are managed. Whether your technology is legacy physical or delivered using virtualisation technologies like Citrix, RDS or VMware, we integrate proven solutions that deliver value quickly.



### Unified Communications

Primarily focused on the design, implementation and management of tools and technologies that support better collaboration. We bring exceptional knowledge and vast experience of a host of solutions including Exchange, Lync, Office 365, mobility and messaging.



### Datacentre

Finally, we offer a suite of services to support your datacentre, covering, infrastructure, systems management, networking, storage, backup and SQL. We help customers to decide and implement the right mix of technologies and help harness broader cloud solutions where suitable. We are acutely aware of the criticality of the systems running your business and why they need to be secure, always available and capable of rapid recovery should the unthinkable occur.

## Project Management

Our Consulting Services utilise industry best practice project delivery frameworks including Prince 2, PMP and Agile to consistently deliver business-driven technology solutions on time and on budget.

Our project delivery framework focuses on:

- Aligning business and technology goals
- Establishing clear project goals, roles, and responsibilities
- Implementing an iterative, milestone/checkpoint-driven process
- Managing risk proactively
- Responding to change effectively

## Professional Services

### Transitioning to a Managed Service

Our IT support services do more than “keep the lights on”; they keep your systems up to date and ensure access to your business critical data and applications whilst reducing fixed operating costs. Out-tasking in this way is a cost effective means of bridging the gaps that exist in-house.

Importantly, all of our services can be seamlessly transitioned into managed services should this be desirable. This generally involves harnessing our Service Desk which can be delivered as telephone or email support, providing you with a single point of contact for all front-line technical issues. ITIL certified, the service desk utilises a one-job, one-ticket system to ensure effective incident tracking and is manned by technical experts to ensure the highest first call resolution.

#### How would it work?

A typical engagement with our Consulting Services will broadly encompass:

**Workshop** - Assess your current environment to align your technology and business requirements

**Plan** - Build a project plan tailored to your requirements with clearly defined expectations

**Deploy** - Deliver services and solutions to agreed design, budget and timelines

**Support** - Support, performance monitoring and managed service packages to increase service availability and utilisation.

### Key Benefits

#### Minimised costs

We deliver efficient, short or mid-term engagements that are designed for a rapid transformation. They are packaged at a price that suits limited budgets and ensures maximum value for money.

#### Broad coverage

Vendor agnostic solutions designed and tailored to your requirements and focused on business-wide results.

#### Overall peace of mind

Delivery and support is carried out by our highly decorated Microsoft, VMware, Citrix and Cisco accredited team of consultants and engineers. Every project is managed to an agreed schedule, freeing up internal resource and providing knowledge transfer to promote user adoption and even greater value.

### More Information

For more information on our Professional Services call **0844 736 6155** or email [services@servium.com](mailto:services@servium.com). Alternatively, find out more about our services and solutions by visiting [www.servium.com](http://www.servium.com).

### Our Services Ecosystem

Via our Services Ecosystem, we offer a vendor agnostic, comprehensive, best-of-breed range of lifecycle services, aligned to these solutions and our desire to enhance how you approach the strategy, design, implementation and support of your IT. This is delivered by a comprehensive and skilled portfolio of partners, covering a host of service disciplines including Consultancy, Cloud, Security, Hardware Break Fix and Disposal.

### About Servium

Servium provides IT infrastructure services for medium to large enterprises in both the private and public sector. We pride ourselves on delivering innovative solutions inspired by overcoming the day-to-day and strategic IT challenges of our customers. This is achieved by blending the best emerging technologies with professional customer service to answer these challenges and deliver economies not previously possible.

