



**mlr**

# MANAGED SERVICES

# MANAGED IT SERVICES FROM MLR: MONITOR, SUPPORT, MANAGE



To be competitive in today's marketplace companies need to improve their speed to market and remove IT as a barrier and transform it into an enabler. IT budgets are lean, and talent is in short supply making it difficult to both innovate and remain agile in an increasingly convoluted multi-vendor, multi-technology environment. Navigating the complexities of data security while modernising your infrastructure is also challenging. Consequently, business leaders are realising that it's more advantageous to focus on strategy, competition, and innovation than on running an IT organisation and management infrastructure and are increasingly turning to managed IT services.

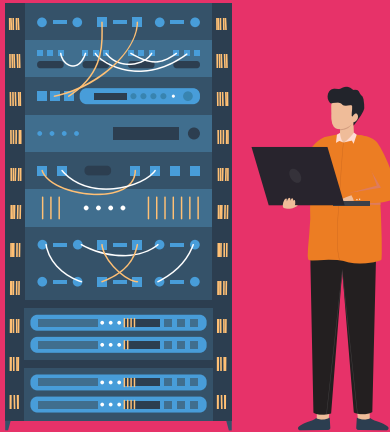


MLR delivers comprehensive infrastructure and support that simplifies your IT environment with improved stability, security, and staffing, so you can focus on your business.

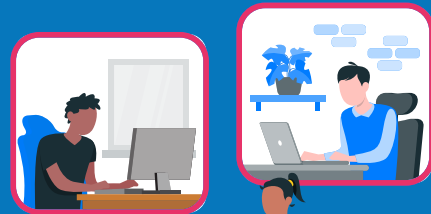
Bring newfound flexibility and agility to your organisation with MLR's Managed IT Services. Customers working with MLR are reducing operational burden, improving visibility and feedback, implementing sustainable governance models, addressing skill gaps, and driving strategic adoption of new solutions.



# EMPOWERING BUSINESS GROWTH WITH INFRASTRUCTURE SUPPORT



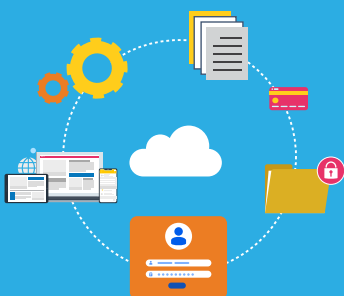
MLR's specialist managed services team will manage your business's network infrastructure ensuring maximum availability of your critical business systems. We, also effectively, close the skills gap by providing a round the clock service to complement your in-house facility enabling you to focus on strategic IT initiatives.



Remote monitoring provides visibility of your infrastructure's performance in real time, enabling speedy incident resolution and optimal operations.

By out-tasking specific IT services to us, we become an extension of your internal IT team and bring specific knowledge and expertise supported by sophisticated tools and best practices.

**With MLR's service providers on your side, our Managed Services go beyond the reactive. Our agile, collaborative approach means we can respond to issues extending across multiple platforms and technologies proactively. Understanding your unique requirements, MLR crafts a bespoke operating mode for your long-term success.**



Industry leading Managed Services provision is delivered via our UK based, 24x7x365, Network Operations Centre (NOC), staffed by highly skilled, multi-disciplined engineers. Our services are purposefully designed to support Cisco and Meraki solutions which align with Cisco's global standards.

# OUR APPROACH

Your IT estate is no doubt running multiple technologies and services in parallel, many sharing infrastructure and at different stages of the lifecycle. Irrespective of where these may be hosted such as on premises, from a data centre or public clouds, MLR's managed services portfolio can address challenges with a comprehensive matrix of services, tailored to meet your unique situation and requirements.

We work to understand your needs for today and strategy for the future, designing and building a combination of services that support all aspects of your business roadmap. Our agile, collaborative approach means we can respond to issues extending across multiple platforms and technologies proactively.



# BENEFITS OF THE MLR MANAGED IT SERVICES MODEL

We deliver successful business outcomes and exceptional customer experiences backed by a dedicated team of technology experts who help you reduce risk, creating a more resilient and agile organisation capable of supporting your staff, no matter where they are working from. Key benefits of our managed IT service proposition include:



## Increased uptime and productivity

Experience increased productivity around core business activities by adopting a proactive approach to performance management.



## Fixed monthly costs

By out-tasking some of your IT infrastructure management, you can manage your operational and labour costs in a much more predictable fashion whilst significantly reduced capital cost (capex). We will work with you to demonstrate an effective and achievable return on investment model.



## Single point of contact

A single point of contact is available for ease of access and responsiveness ensuring effective escalation and speedy resolution, if required.



## Mitigating risk

Research shows around 70% of self-managed IT system downtime incidents are caused by human error. Entrusting your managed services to MLR mitigates that risk.

Whether it's a problem with the network, Office 365 or a faulty telephone line, issues are diagnosed and remediated quickly and within SLA.



## Access to specialised skillset and expertise

Whilst some of our clients require a total outsourced managed IT service due to little or no internal IT resource, the majority use MLR to complement their existing team. Increasingly we are retained to close the skills gap and also provide skills transfer to employees. By out-tasking mundane or routine activities to MLR clients free up existing IT resources to be invested strategically to increase revenue and competitive advantage.



### Increased in-house IT productivity

A typical IT department spends 80% of its time 'keeping the lights on', with just 20% of IT resources dedicated to innovation to drive competitive advantage.

By entrusting your infrastructure to MLR, you can free up IT resource to focus on areas that can facilitate business growth and increase revenues.



### Flexibility

Our managed IT services model can easily be tailored to meet your company's specific needs. You can literally pick and mix from our services portfolio to create a perfectly tailored solution.

You can choose what parts of your infrastructure you want to out-task. From email and telephony to LANs and WANs. Alternatively, you can outsource your entire IT infrastructure to MLR.



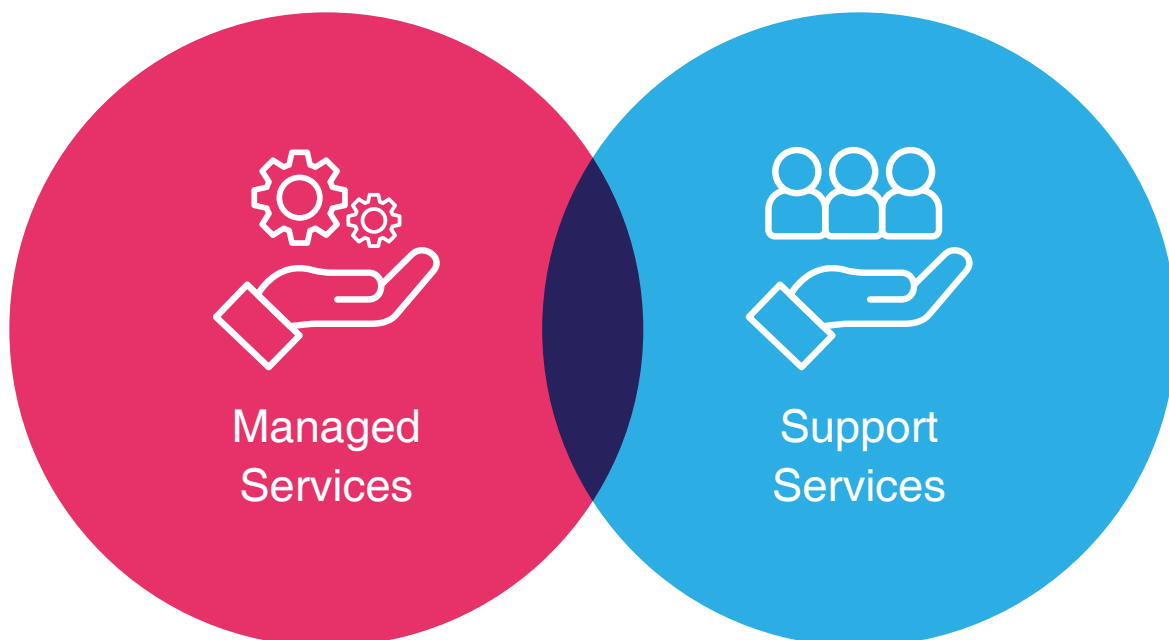
# MANAGED IT SERVICES TO SUIT YOUR REQUIREMENTS

From network to data centre and into the Cloud, our experts can manage your applications and infrastructure, ensuring your IT works for you and our services fit your requirements.

MLR's Managed IT Services portfolio includes multiple options and levels of service. This flexible service accommodates many clients' existing in-house capabilities and fills the gaps where skills or staffing may be lacking. It can also be customised as necessary to meet client needs ranging from basic support services through to out-tasking and outsourcing options.



## We offer two different support services:



Our Managed Services support everything from individual applications through to your entire infrastructure environment, across a range of platforms.

# OUR NETWORK OPERATIONS CENTRE UNDERPINS OUR MANAGED SERVICES PORTFOLIO

Managing a complex environment and enhancing operational effectiveness with limited resources can prove challenging. Organisations face increasing server issues, performance bottlenecks and general infrastructure incidents due to configuration problems and a lack of system monitoring tools. According to survey results released, the average cost of major IT incidents works out at over £6,300 per minute. A slow response from internal IT service desks means that the severity of incidents is often intensified by the time it takes a business to respond to the incident.

- As part of managing your service, the MLR NOC is available 24x7x365. With continuous monitoring, we ensure your environment performs optimally. Overseeing all of this and keeping in contact with you and your organisation's needs are our highly trained, experienced, and dedicated teams.
- Our ITIL-aligned NOC team functions as an extension of your in-house facility. We deliver dedicated, high quality service and technical support to customers through a multi-level team of experts supported by robust incident and problem management process and procedures.
- We offer a range of scalable support services across our portfolio which all run through our 24 x 7 x 365 UK Network Operations Centre (NOC), complemented by our Field Services Team based across the UK supporting customers throughout the country. This helps reduce the onsite requirements for management, resource and capability.



Our highly skilled Service Operations team provides round the clock administration and proactive support all based on a full ITIL lifecycle methodology. Nothing is too much trouble, whether it is Incident, Problem or Change Management, the team performs continuous verification and validation of all your technology services, ensuring maximum availability and efficient and cost-effective service consumption.

We are ISO 9001 and ITIL compliant.



# 24X7X365 DAYS A YEAR MANAGED SERVICES BUILT ON ITIL BEST PRACTICE

Our Managed IT Services are designed to address a complete infrastructure with a combination of people, process and systems that can turn reactive support into proactive management that finds and fixes faults before you or anyone else even feel their impact. There are no boundaries to a Managed Service, our team will always be there to work with yours, filling the gaps, augmenting your knowledge, extending your coverage. Our core capabilities include:



## Monitoring and Event Management

With monitoring and event management we manage events throughout their lifecycle to understand and optimise their impact on your organisation and services. Monitoring and event management includes identification and categorisation, or analysis, of events related to all levels of infrastructure and to service interactions between your business and your users.



## Change Management

Administration of changes to systems and networks is a time-consuming process. We will manage whenever a move, add or change is required. We ensure that any modifications are impact assessed, recorded, and authorised.



## Incident Support

supporting you with technical expertise managing any IT incidents. A reactive service, this restores service as quickly as possible using established diagnostic and logical problem-finding processes, before applying a resolution or workaround.



## Service Management

We manage your reports and reviews provide a record of service activities and demonstrate fulfilment against agreed service levels and KPIs



## Problem Management

We ensure incidents are managed in the most efficient way to meet common standards. Success is achieved by quickly detecting and providing solutions or workarounds to problems to minimise the impact on your organisation and prevent a recurrence.



# WHY CHOOSE MLR?

A partnership with MLR gives you the flexibility and edge you need to compete whether you need us to wholly manage your IT environment or work alongside your existing in-house IT team.

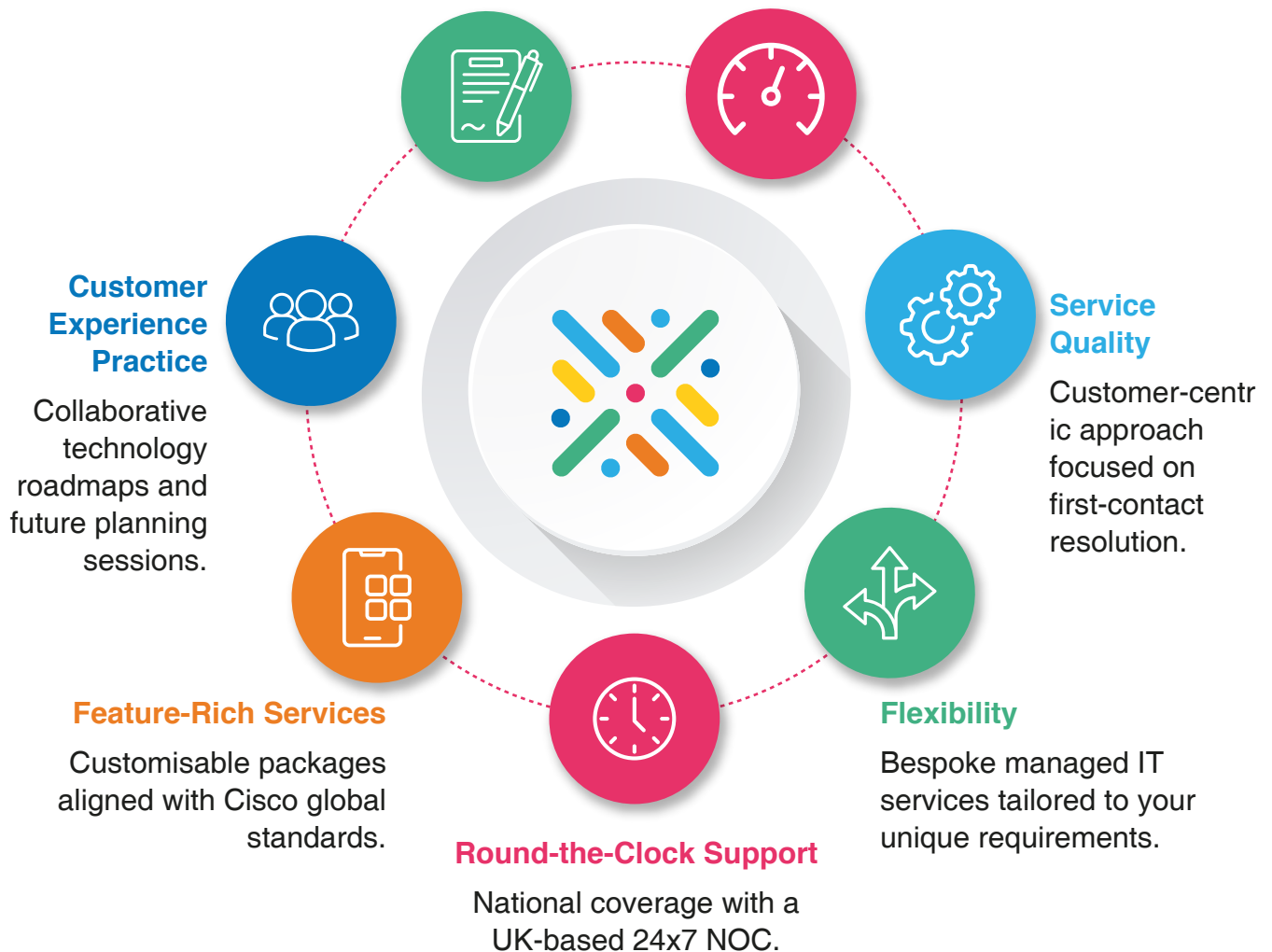
**We deliver end user and infrastructure managed IT services that supports business growth and agility. We'll ensure we have a complete understanding of your people, processes and systems and coupled with our industry-leading customer service, you can trust us to give you the support and solutions you need, while saving you money. Choose MLR for:**

## Contract Simplification

Consolidates all requirements into a single scope, from connectivity to the network and datacentre.

## High Service Levels

KPI and SLA agreements tailored to your needs.



MLR's Managed IT Services provide businesses with the flexibility and expertise needed to manage complex IT environments efficiently. By partnering with MLR, organisations can enhance their agility, reduce risk, and focus on strategic initiatives that drive growth and competitive advantage. Choose MLR to transform your IT from a burden into a powerful enabler of business success.

