



Drive value and performance from your technology investment

## Managed Services

Powerful trends are driving cloud first strategies; in the new world of hybrid remote work there is both a shift in finance priorities and a need to simplify IT for more agile operations. According to Gartner, composable IT is predicted to influence technology decisions as businesses strive to become more agile in an unpredictable world. We know that businesses with more mature cloud architectures are experiencing faster revenue growth. To unlock the value in cloud architecture requires deep vertical expertise. By partnering with an expert who understands your needs and can support you with an ongoing, highly tailored service, you drive measurable results from your technology investment.

### Ability to execute

As a Multi-Gold Microsoft Partner and Direct Cloud Service provider with Advanced Specializations, we are a highly accredited Partner who delivers transformed technology with managed services. Our team of certified Microsoft experts align with your team seamlessly to deliver an excellent service tailored to your individual needs, 24/7/365.

Our services support 25,000 users globally and proactively monitor 45,000+ devices in key areas:

- Azure infrastructure managed service
- Modern Workplace: Office 365, Microsoft 365, and Azure Virtual Desktop
- Managed Security and SOC with Microsoft Defender, Sentinel\*



Transparency. Control. Responsiveness

Complete visibility and control of operations, with a highly responsive and proactive approach to service delivery.

94% first time fix rate

99.7% Resolution SLA

47%+ same day close (10% industry standard)



## Tailored technology roadmap

Meticulous assessments that form your strategic plans for delivering on the business' objectives.

Direct access to our Microsoft Certified Azure & 365 Architects and Engineers - a true extension of your in-house IT team.



## Personal. Direct. Comprehensive

Deep vertical skills in cloud, networking and security proven by the right competencies and certifications.

Top 15 clients 5+ years tenure  
100% client retention rate YoY  
CSAT score for every service desk interaction  
900 days p.a. dedicated technical training

## The business impact

- Act faster than anyone else to maximise the impact of transformation
- Cut through noise with less red tape, low admin IT and a proactive approach
- Demonstrate the value, performance and security features through reporting
- Focus on innovation and ensure that IT drives the strategic objectives of the business
- Identify value drivers and continue to evolve to gain market leader status

## More than a Service Management portal

Our service management portal empowers you with complete visibility of ticket management, inventory and powerful reports to drill down into the detail. You are in complete control, with transparency of all that we do.



## Service Management Portal

More than tickets and reporting, the portal details relevant Microsoft 365 updates and delivers a collaborative approach with optional self-service to licensing management.





Atech allows us to focus on our bigger IT issues and strategy, rather than getting tangled up in, and frustrated by the day to day problem of solving user needs and issues.”

Tcha Wilson  
Head of IT & Infrastructure  
Octopus Investments

## Service Desk Management and Support

- True 24/7 in-house
- Robust processes and escalation aligned with ITIL
- Guaranteed fix SLA
- Monthly service management review
- Collaborative approach

\*Compliance and security is designed to work for you, not impede you. We offer a managed security add-on service for enhancing your data & cyber security strategy.



Ask us for a demo to see how the insights from our service management portal compare to what you currently know.

## Support Overview – Optional CSP

Our Marketplace offers Microsoft subscription co-management, giving you a new and dynamic way for managing license subscriptions and consumption.

## Service Management Reporting

Feedback from every interaction with satisfaction scoring included in reports

Powerful interactive reporting that drills down for complete and real time visibility on-demand

