LeadingEdge Services:

Leading*care*

Managed Services for your Business IT

A comprehensive service that maximises up-time and controls costs

"SMBs Can Cut IT Costs by over 50% and also Increase Performance by Subscribing to Managed IT Infrastructure Services"

Frost & Sullivan Report, September 2011

Why managed services?

Information Technology is very much the beating heart of today's businesses, and as such investment in keeping the IT infrastructure up and running is essential to business performance. The trouble is balancing-out the attention given to today's urgent system maintenance tasks, versus meeting tomorrow's strategic IT requirements is an on-going challenge, especially with a limited pool of resources.

The need to do more with less, the requirement to focus more on strategic IT solutions, and the necessity of keeping critical systems up and running is driving businesses of all sizes to outsource some, or all, of their IT systems management to experienced, specialist IT Service Management companies like LeadingEdge.

Introducing Leading*care*

Our Leading*care* Managed Services give you peace of mind; your every-day IT essentials are placed in the safe hands of our experienced professionals, leaving you and your team to focus on more value-added tasks. Making use of industry-leading technologies, Leading*care* services are proven to enhance productivity while significantly reducing your operating costs.

In most cases, Leading*care* is delivered as a ***co-sourced*** model, with a range of IT services integrated with your existing IT organisation. We simply augment your team by aligning our service to your strategy and objectives and providing your business users with the single point of contact that they'd expect from an internal IT person.

Who benefits from Leading*care*?

Your IT team – Leading*care* compliments your existing IT operation by freeing staff from routine IT tasks to focus on adding value in other areas of the business.

Your business-users – Leading*care* helps to deliver increased up-time, improved performance and provides a highly responsive single point of contact for any problems that arise.

Your business – with Leading*care* you can enhance overall performance by minimizing downtime, maximising staff efficiency, and controlling your IT costs.

Key benefits to your business

- **Scalable solutions** – control how much of your IT systems we manage at any one time; LeadingEdge provides flexibility as your business grows.
- **Increased efficiency** - with time-consuming but essential IT tasks removed from your daily task list
- **Greater performance** – increased overall IT network speeds, proactive maintenance, reducing server and workstation downtime and improving recovery time.
- **Reduced risk** - greater information security and enhanced business recovery.
- **Better control** – operating within your SLAs, at a fixed monthly cost for low total-cost-of-ownership.

Key features of the tool-set

Integrated IT Service Desk

- Experienced, user-focused and responsive staff
- No finger pointing
- Highly efficient; Autotask integration
- User portals and self-help assets
- Extend the portal to your internal IT team for even greater collaboration

Pre-emptive Monitoring

- 24x7 monitoring of all servers, workstations and network devices
- Hardware integrity monitoring and early warning alerts
- Backup monitoring
- Desktop security - virus and spyware detection

Proactive Maintenance

- Supporting multiple operating systems – Windows, Apple, Linux
- Intelligent software security patching
- Service pack installation
- Desktop clean-up - temporary internet and file removal

Comprehensive Management

- Remote management and monitoring platform
- Policy based, NOC-driven issue resolution
- Rules-based analysis
- Customisable management reporting
- Secure client portal

Available Support Options

Leading*care* Support Options	Standard	Plus	Premium
24/7 Monitoring & Remediation	✔	✔	✔
Proactive Maintenance	✔	✔	✔
Integrated Service Desk		✔	✔
On-site Technical Support			✔

Why LeadingEdge?

When it comes to making the most of your IT, you can be sure that LeadingEdge will deliver. Our Leading*care* packages are tailored around your needs and delivered by a team of highly experienced IT professionals with a reputation for high quality customer service. Furthermore, broad experience across multiple industries, in both commercial and not for profit environments, means that we can quickly get up to speed and to grips with your IT requirements.

LeadingEdge - we take your business as seriously as you do

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