

# MANAGED IT SERVICES

## CENTRE OF EXCELLENCE

Reduce your IT expenses and hassles with our Managed IT Services.  
"You can focus on your business"



## SKILLMINE END-TO-END

Managed Services are part of an end-to-end approach at skillmine. We are business technologists and our business divisions all work openly and collaboratively together in the pursuit of a single goal - "To power progress for our Customers". This collaboration is the foundation of our ability to design, build and operate business solutions and IT infrastructure.

Our Managed Services resource provides a full range of IT outsourcing for infrastructure, applications and ongoing user support. With their day-to-day contact with our clients, they are absolutely critical in building and sustaining good long-term relationships and in delivering essential operational intelligence.

## OUR FIELDS OF FOCUS

Skillmine can take full service responsibility for all your IT operations. The more we do for you the better it gets – it's that simple. In reality, your sourcing approaches and delivery preferences will not be the same as everybody else's: even though globalization drives standardization, different countries, cultures and industries will always make different choices.

**Skillmine Managed Services capabilities are deep and varied, they fall into four fields of focus:**



### MANAGED INFRASTRUCTURE

Ensuring all storage and computing resources are fit-for-purpose across their lifecycle, whether owned or outsourced, embracing emerging cloud delivery, offering storage on demand through sustainable data centers. We consolidate, standardize, automate and virtualize systems utilizing appropriate cloud services and customer-owned IT to create and deliver efficient, low-cost, flexible IT around the world



### APPLICATION OPERATIONS

Managing the ongoing operations of both generic and business-specific applications, handling license management and, increasingly, cloud pay-as-you-go models. Our benefits are Reduced TCOs and improved ROIs, Enhanced SLAs, leading to improved infrastructure and application uptime. We provide transparency to customers through robust governance model



### NETWORK AND COMMUNICATIONS

Performance management 24/7/365 by skillmine operations engineers, including continuous, proactive network monitoring and real-time notification of managed devices keeping all networks humming at business speed, absorbing the increased load of rich media communications and managing all aspects of unified communications including third party contracting, if desired.



### IDENTITY, SECURITY AND RISK MANAGEMENT

Achieving compliance and sustaining secure and uninterrupted business operations, with particular emphasis on managing confidentiality across the extended enterprise. Address external and internal security concerns including security incidents, audit findings and contractual obligations

## Why Skillmine

In managed IT services, nothing is more important than the quality of delivery. Across all four areas of Skillmine managed IT services specialty, the process and machinery of delivery are under continuous review and refinement. Our clients demand value, consistency and agility – and all this comes as a direct result of a robust and highly-industrialized delivery model, underpinned by strict alignment to ITIL industry service models.

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