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10 reasons to implement MCI's Managed Services solution

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Managed services is the practice of outsourcing day-to-day management responsibilities as a strategic method for improving operations and cutting expenses and often includes the alignment of IT goals with those of the business. With this scenario, IT management tasks and functions are automated and performed remotely, which eliminates unnecessary on-site visits, and provides increased system reliability and pro-active maintenance. As a result of this move, an organisation is normally able to decrease the cost of their overall service fees.

Our 10 reasons for implementing MCI's Managed Services solution are as follows:

- The use of unlimited remote and telephone support from the **MCI** help desk, which means no extra costs for support on non-on-site days, thus producing faster reaction and turnaround times;

- The automation of routine IT management tasks;

- The production of a monthly report for all tickets logged and on outstanding issues, together with an Executive summary report that displays the health status of an organisation's network;

- The availability of an 'always up to date' audit and inventory report of all IT equipment and software and the notification of any hardware or software changes that allows for more accurate budgeting of ones IT operations;

- The ability to standardise applications and application versions across the organisation as well as having an up to date situation with regards to Microsoft security and software patches;

- The ability to have preventative maintenance done on all workstations and servers on a monthly basis, regardless of the workstation or laptop location;

- The ability to have 24 x 7 monitoring of all workstations and servers;

- The creation of a 'less downtime' scenario, as most remote support can be done without interruption to users;

- The ability to pro-actively manage operations to prevent problems from arising, thus moving away from a break-fix or re-active model; and,

- A saving on both time and travel costs.

These services utilise technology that is lightweight and very efficient, resulting in an excellent value proposition for customers, especially as no staff training is necessary. Thus, Managed Services enables IT professionals to offer extended service capabilities with a better and faster service delivery.

MCI already has several clients utilising these services and recently added Sentula Mining to that list.

For further information please contact us on 011 454 3420 or visit our web site www.mci.co.za