

Services Brief

Tikit Managed Services Group

Tikit provides a complete IT management portfolio, supported by sophisticated infrastructure and application expertise for a range of large and small firms in the professional services sector.

Tikit has the ability to scale its primary services to suit all requirements at all times, whether it is complementing an existing IT team or taking ownership of a full IT function. Tikit Managed Services provides a cost effective scalable solution.

Key IT challenges facing firms today

For firms to reap value from their investment in technology systems, it is vital they have well communicated and effective IT processes in place whilst ensuring these are aligned with the firm's business objectives.

Security and emergencies

Firms are faced with the huge responsibility of protecting networks from viruses, hackers and general system failures. Tikit's consultancy and service management can help you understand, identify and control the security risks you face. Our highly qualified consultants can offer a trusted range of solutions including secure internet connection, filters, security policies, back-ups, maintenance and resilient applications.

Minimising risk

The need for greater regulatory compliance with Sarbanes-Oxley and Basel 2 has led to a surge in demand for first-class disaster recovery planning and support, and the importance of protecting business-critical data is now seen as a priority. Tikit has a proven record in developing disaster recovery solutions and business continuity programs. Our services include the development of full disaster recovery strategy, audits, recovery and testing plans. A thorough risk assessment is carried out to identify the potential business impact on your firm and appropriate actions are recommended.

Cost and resource constraints

A managed services partner can provide significant cost reduction and resource benefits. Tikit assists firms in 'saving' resources and ensures they benefit from greater expertise through utilising Tikit's experienced and knowledgeable consultants. This enables IT staff to focus on the firm's activities rather than exhausting resources on IT 'issues'.

Our services help enhance the business value of an IT investment through improved operational efficiency and service levels. Clients include both UK firms as well as firms whose headquarters are in the US thus providing significant cost savings, greater responsiveness and an increased professional service for both your firm and your clients.

Greater flexibility with outsourcing

Tikit can provide a complete outsourcing support service or ad-hoc support as and when needed. This includes emergency support, resources for weekend work or out of hours desktop and technical support. To stay abreast of the latest technology trends and to remain competitive, outsourcing to Tikit is seen as a viable alternative to managing IT operations in-house

Self-service

Tikit provides the option of 24/7 self-service within its help desk offering. Clients have access to an online call logging system, which allows them to view, track and update any calls logged with Tikit's help desk. If clients choose to operate the self-service components, their staff can use the online call logging facilities and view, track and update the status of their calls.

"With only one and a half weeks to pull the relocation together, Tikit was on an extremely tight deadline. We worked very much as a team, with both parties putting in the hours needed to ensure everything was ready on time. Having a supplier willing to go the extra mile in this way was very refreshing."

*Robert Cohen
IT Director,
Speechly Bircham LLP*

Services Brief

Tikit Managed Services Group – continued

Managed support - tailored to your needs

Tikit's Managed Services team provides a comprehensive service which allows professional service organisations to mix 'n' match their IT support, providing total flexibility in a cost efficient business model.

Tikit's managed support services include:

- ▶ First, second and third line project support (in and out of hours)
- ▶ Emergency back fill resources
- ▶ Remote management of critical business applications
- ▶ Scheduled visits & SLA's
- ▶ Training needs analysis and up- skill services
- ▶ Out / co-sourced service desk resource based on and off-site
- ▶ Consultation for service desk procedures and change control
- ▶ 24/7 system monitoring & support 365 days a year

Tikit Managed Service's provides a blended range of outsourced services to its clients, ranging from large law firms such as Taylor Wessing, Speechly Bircham, Wragge & Co, Holman Fenwick Willan and Withers to accountancy practices, small law firms and barristers chambers such as Carter Backer Winter and 2 Temple Gardens.

ITIL Compliance

ITIL (the IT Infrastructure Library) is a set of best practices for IT Service Management. The ITIL framework outlines how Service Management is applied within specific organisations and has emerged as the most widely accepted approach to the management and delivery of IT Services. Tikit's proven methodologies are based on ITIL best practices and innovative technology. By following ITIL guidelines, you can be assured that Tikit is meeting and exceeding client expectations.

Tikit has obtained ISO 9001 accreditation. This complements the ITIL framework processes already in place which maintains and ensures a high service is delivered by Tikit to our customer base.

"Tikit has consistently met service levels, willingly adjusted to our changing business needs and continues to table initiatives to increase the quality of services and improve processes. Above all, their experts ensure the day-to-day availability of our IT services, leaving us to concentrate on adding value to our business. Tikit is an integral part of our IT department; they really are a true business partner"

Mayur Shah
Accounts Manager,
2 Temple Gardens



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