

## Managed Services from Kavanagh

*Providing the skilled resources needed to manage and operate your IT infrastructure with maximum efficiency, allowing you to focus on innovative, high value activities that enhance your business.*



**Businesses today are highly dependent on the reliable operation of their core IT services and the advanced technologies employed are complex and require considerable expertise to operate effectively. Furthermore, the need to align IT to business needs is becoming increasingly important.**

As a result, it is common for organisations to spend as much as 70% of their IT resources just 'keeping the lights on'. With the best skills in the IT department taken up by maintaining essential services levels, few resources are left for innovation. For mid-sized companies with smaller IT teams the impact on new development is particularly severe.

With extensive experience of designing and implementing mission critical IT systems, Kavanagh is ideally placed to help you meet this challenge. Our managed services can be customised to your specific needs and are designed to optimise your IT operations, minimise the risk of outages and provide fast, expert, response to any incident, without the disruption and loss of control that can accompany a move to outsourcing.

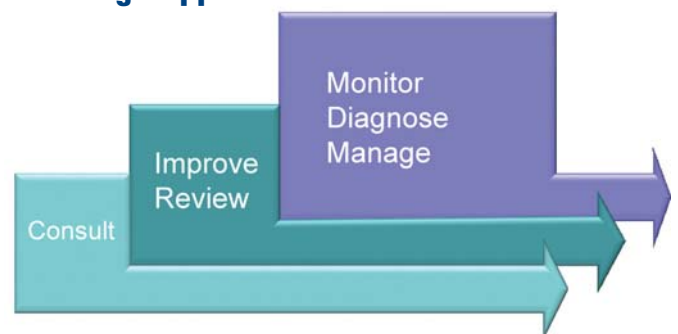
Kavanagh's highly trained consultants have in-depth technical expertise covering the major operating systems, virtualisation solutions and a wide range of networking and storage technologies. Having your key systems looked after by Kavanagh's experts will ensure that you gain the maximum value from your investment in IT infrastructure and will free your valuable IT staff for more strategic work.

### EXAMPLES OF MANAGED SERVICES FROM KAVANAGH

The following activities are technically demanding, but are also crucial to the business, making them ideal candidates for managed services:

- ◆ Operation of backup and recovery services using automated software such as HP's Data Protector
- ◆ Management of operating systems such as Unix, Linux and Windows, encompassing set up, monitoring, tuning, user administration, access control, patching and version control
- ◆ Configuration and management of resilient centralised storage solutions featuring SAN technology, including provisioning, performance optimisation and security management
- ◆ Management and support of server virtualisation platforms from vendors such as HP, Citrix and VMware.

### Kavanagh Approach



## THE KAVANAGH APPROACH

Every organisation has different challenges, so Kavanagh takes a flexible and customised approach to the delivery of managed services. Our proven approach uses three key phases, adapted to meet your specific needs:

- ◆ Consulting – thorough process review and service requirement definition
- ◆ Implementation – technical review and improvement of your existing environments
- ◆ Managed Service – management, monitoring and support services

Kavanagh's prime objective is to deliver business value to its customers. Our methodology establishes a close working relationship with your organisation and provides a high degree of visibility and accountability at all times. With this approach we can help you achieve rapid return on investment and improved service levels, whilst freeing up scarce resources.

◆ **Consulting** – Kavanagh's experts review the key processes and associated systems, identify any issues and assess the IT environment's performance against the business requirement. The processes and definitions to be used for management and monitoring of systems are then explained and the specification of subsequent services discussed and agreed, often through the use of workshops and interviews with key personnel.

◆ **Implementation** – Any agreed changes to processes and systems are implemented and the tools for managing and monitoring the selected IT systems are installed and tested. Only when the remote management processes and reporting have been fully demonstrated and approved will the managed service commence.

◆ **Managed Service** – Using ITIL compliant processes, Kavanagh's customer support team will monitor, manage and report on the agreed aspects of your IT environment. The customer team operates 24 x 7 from our support centre in Bracknell and benefits from full DR capability. The team comprises individuals that are highly skilled in core technologies, such as operating systems, backup technology and virtualised environments, and has expertise in supporting business critical systems. They identify and address potential issues that could affect reliability or performance, preventing them from impacting your business. The managed services are based on clearly defined service levels featuring agreed thresholds and quality of service.

**Regular Reviews** – The team will monitor key aspects of your IT environment over time and contribute to regular reviews of your environment and its performance. Comprehensive information will be provided at regular intervals. This information may lead to changes in processes and procedures to further improve the overall performance of your environment. In the longer term, this information helps support future IT decisions and ensures that on-going changes to your infrastructure, or to the scope of the managed services, are implemented effectively and deliver the desired improvements and return on investment.

## BENEFITS

Kavanagh's managed services give you the capability to:

- ◆ Focus your resources on innovation rather than operation
- ◆ Reduce your operational costs
- ◆ Improve your service quality

They also enable you to reduce the risk of business disruption through:

- ◆ Quicker problem identification
- ◆ Faster problem resolution
- ◆ Mitigating your exposure to the loss of unique knowledge held by key individuals

## WHY KAVANAGH?

Kavanagh has extensive experience of designing, implementing and operating a wide range of mission critical data centre solutions. We have a deep understanding of complex technologies and products encompassing operating systems, virtualisation solutions, storage solutions and networking. A thorough assessment of IT systems and processes is followed by a demonstration of all proposed management and monitoring tools before adoption. Kavanagh uses ITIL best practices to ensure optimum service delivery.

Kavanagh delivers a wide range of innovative IT solutions and services to its enterprise clients and helps organisations gain the maximum value from their IT assets. If you would like to find out more, please email us at [kavanagh@kavanagh.co.uk](mailto:kavanagh@kavanagh.co.uk) or call us on 01344 409800.

### Kavanagh's Strategic Partners:

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