

# MANAGED ICT SERVICES



## THE MANAGED ICT SERVICES SCOPE

Managed Services is the ideal automation solution with which to achieve maximum results in looking after ICT hardware and software. Apart from the advantages inherent in a service dedicated exclusively to ensuring infrastructure health, there are also significant cost savings associated with allowing a Managed Services provider to handle such operations. Additionally, having all tech-based resources fully available at all times means there is no lost productivity due to ICT-related downtime.

Service management has become decentralised more than once since the advent of the formal ICT sector. The constant clash of outsourcing vs. insourcing has meant that the definitions have not always been exact, the lines in between not always drawn exactly. A few factors remain constant, however, and it is upon these that the emphasis is typically placed.

The level of automation, quicker response times and ultimately the efficacy are what determine success of managed ICT offerings.



## DEVELOPING WITH THE RIGHT TOOLS

In order to prevent the over-selling of Managed ICT Services, providers need to create and offer well-defined, realistic service provisions, in line with current and future requirements.

Thanks to the advances in connectivity availability and reliability, managed services as a whole have been allowed to grow into software as a service. This has created a huge advantage in the creation of template offerings – automation can be purchased as a pre-designed tool, instead of having to be coded from the start.



## SYNOPSIS

The continued health and maintenance of ICT infrastructure is of paramount importance to any organisation. ICT is typically the second-largest budget item in a business, making it a vital investment to protect.

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Furthermore, managed services are no longer held hostage to either an insourced or an outsourced model. Connectivity allows for better communication between the components, which in turn permits hybrid offerings to exist. This is a boon in a country such as SA, where complete outsourcing is often eschewed due to key stakeholder discomfort. This type of approach also makes room for corporate culture differences brought about by geography. For example, one region may prefer an isolated service paradigm, while another may promote more interpersonal business relationships. Hybrid service offerings can more easily cater for both requirements.

management of network and peripheral devices as well. Being in a position to anticipate device needs and manage inventory automatically drastically cuts down on individual intervention.



## COMMUNICATION AND INFORMATION

Staying abreast of the status of ICT systems is paramount to managing their resources. Furthermore, being able to source remote assistance on an as-needed basis allows for timeous resolution of any issues that may arise, often preventing them from occurring altogether. Finally, knowing what types of threats have been targeting the systems allows for a better proactive approach to the prevention of security breaches



## MANAGED ICT SERVICE ESSENTIALS

As an exercise in functional design, certain elements that fall into the realm of these services remain critical. Such elements should be considered the absolute minimum in an offered solution, in keeping with current best practises and allowing for future expansion to accommodate further needs.



## A SOLUTION FOR MANAGED ICT SERVICES

Based on the design elements above, our Solutions Architects envisioned and brought about the creation of a comprehensive offerings portfolio to cater for the array of requirements. With Adept's history in service, connectivity and both proactive and reactive support, we are confident that our Managed Services portfolio in ICT is an ideal solution to cater for current and future system needs.



## SECURITY

The ideal managed security setup incorporates antivirus, anti-malware, network scanning, content control, anti-phishing and firewall elements. Further to these, it is also recommended to have an education regime, whereby service recipients are kept informed on how to eliminate adverse factors arising from the human element.



## SYSTEM UPDATES

Keeping ICT systems up to date and well-maintained is critical to system health and can act as a first level of threat deterrent. Having this process centrally monitored and controlled reduces the time taken to implement updates, and minimises the work required.



## COMPANY PROFILE

Adept ICT was launched in January 1996 in Stellenbosch, and is today one of the oldest independent service providers in South Africa. To be *Adept* is to be proficient and expertly accomplished. This is what we strive for and have achieved in all our services. Many of our solutions are tailor-made, in order to perfectly suit each client's individual requirements. We thus ensure that our approach is personal and conforms to exactly what is needed in order to be successful.



## FLEXIBILITY

A well-designed solution is able to encompass the requirements of as many system elements as possible. To this end, the solution should cater for the monitoring and