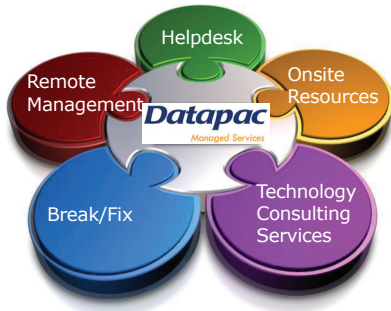


## Overview

## Managed Services



*Datapac recognises the increased pressures on organisations to 'do more with less' and the need to demonstrate the value IT is adding to business. With this in mind, Datapac offers a complete range of managed services comprising of break/fix, remote management, helpdesk, onsite resources, and technology consulting services.*

*This solution will provide a comprehensive managed service and support solution for your organisation. It will not only give you the desired peace of mind of reduced costs, improved productivity and maximised infrastructure performance, but also the knowledge that your organisation is partnering with Ireland's foremost information technologies provider.*

### Break/Fix

This encompasses traditional maintenance and support on hardware and software. It also includes systems recovery, the provision of replacement equipment, a customised SLA and use of the Datapac Support Centre. If the call cannot be resolved remotely, an engineer is dispatched to the site where the problem will be resolved.

### Remote Management

Through the Datapac Network Operations Centre we can efficiently monitor, update, and troubleshoot any issues affecting your network over a secure internet connection, and, with automatic alerts, we

can respond quickly to technical matters at your site. There are many additional management options that can be added to your contract to suit your specific needs. Quarterly/monthly reports will be provided summarising the number of errors/alerts and calls logged.

### Helpdesk

This service allows end users within your organisation to log calls directly with the Datapac Support Centre. Answering services are fully customisable. Helpdesk outsourcing releases resources within IT departments, enabling IT managers to focus on generating IT development and long term profit within the organisation, rather than on day-to-day operational issues.

### Onsite Resources

This option includes pre-defined onsite consultancy visits by a Datapac engineer to perform preventative/proactive type maintenance services more commonly known as IMAC (Installs, Moves, Additions, Changes). These visits are on a scheduled basis at a frequency defined by your needs. It is a cost-effective, flexible solution that offers access to all of Datapac's technical services; reducing IT admin and supporting your IT strategy.

### Technology Consulting Services

A dedicated technology consultant will be appointed to your account and will provide technical advisory services on your specific technologies. They will also advise on optimum infrastructure performance and will be the key point of contact for technical escalation processes.

### Partnering with Datapac

The Datapac Managed Services offering is fully customisable; single elements or the complete solution can be added at various stages. We operate a professional partnership approach; our aim is to understand your IT and business objectives, align our solutions and services to these and at all times work closely in partnership with you to help realise long term business goals.

### About Datapac

Ireland's leading integrated ICT provider.

- 150 employees in Dublin, Wexford, Cork & Belfast
- Turnover of €50 million in 2009
- Datapac has over 6,000 active customers.

### Portfolio

- IT Support & Managed Services
- Virtualisation, Storage & Cloud
- Unified Communications & Networks
- Imaging & Printing Solutions
- Security Solutions
- ERP & CRM Solutions
- Retail EPOS Solutions
- IT Consumables

### Accreditations

