

Managed Services

Simplifying Service

A MANAGED SERVICE THAT WORKS FOR YOU

Maximise the ROI and minimise operational risk by including Managed Services from Diversus Group to accelerate growth, cut costs and complexities, and enhance competitiveness.



The Challenge:

Improve IT Service Delivery to Better Meet Business Needs.

There are very few businesses left that can function without some aspect of IT touching their day-to-day operation. Technology has become an underlying reliance for almost every aspect of our day to day lives.

IT is under increased scrutiny from the business – there is an ongoing need for IT cost transparency and business value demonstration.

Globally, businesses are facing increased business and IT complexity – particularly surrounding infrastructure, cloud, mobility & compliance.

Managing on premise, cloud and hybrid IT business environments has never been more complex.

The Solution:

The Experts at Diversus Group

Let the Diversus Group team bring comprehensive and flexible business technology support and managed services to you. From simple retrospective reporting for a single component through to a fully managed infrastructure, our service offerings can be customised to reduce support and management costs, improve visibility and drive competitive advantage through predictable cost.

At the core of all DG Managed Services is The Diversus Group Service Desk - a Service Desk that works for you and provides a single, locally managed and staffed 24x7[†] entry-point for our clients. Our Service Desk provides a Single Point of Contact and

routes the call to the appropriate location for resolution. The Service Desk owns the call and follows it through to ensure the customer is satisfied with the resolution.

Our service desk software features a powerful and flexible API to integrate seamlessly with best-of-breed tools and applications enabling DG to become an extension of your existing Service or Help Desk.

DG helps organisations of all sizes operate their IT environments better, leaving them to focus on their core business.

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Leverage Expertise

Our engineers and consultants do not focus on a single technology platform or a single vendor. Instead, our competencies transverse the entire solution stack comprising Enterprise Storage, Compute, Network, Virtualisation, Data Management and Information Security. DG is able to respond to the "Total Solution", calling upon our vendor certified staff for both on premise and cloud based solutions.

Applying Real Work Experience

Our team apply real-world experience to manage your solutions within your business. Working with large enterprise customers throughout Australia and New Zealand as well as global organisations, our staff have gained valuable insight and experience that will help you achieve the most from your technology investment.



Flexibility is Key

Businesses want to leverage Managed Services in different ways. One may be standardised on a single vendor's equipment and software, while others may have multivendor environments.

One company may want to mix new technology with its existing systems so it can 'sweat' more from past investments while plotting a future roadmap. Another may want to take advantage of cloud computing. One organisation may want DG to take over its entire infrastructure, while another wants to pass off only a portion.

DG offers flexible options that meet these needs. Services can be customised based on your specific requirements, from simple system monitoring or hosting to total infrastructure outsourcing. Services can be delivered on premise, remotely or in the cloud.

Additionally, flexible procurement and financial options can include capital expenditure, operating expenses or leasing, as well as arrangements that include professional and implementation services in the overall agreement.

A key DG differentiator is that we provide strong governance and seek to be a trusted, accountable adviser.

We can advise on solutions that you can implement and use to better drive business performance, extend capabilities and reach new markets.

Managed Services Defined

Managed IT Services is the proactive management of an IT asset or object, by a third party typically known as a Managed Service Provider (MSP), on behalf of a customer for a fixed term.

Why DG Managed Services?

With DG, you are not losing control, you are gaining a partner!

- **Access to an experienced team – not an individual**
- **Increase productivity by decreased down-time (availability & reliability)**
- **Solid & predictable budgeting via an OPEX spend**
- **Lower operating costs**
- **Improve asset utilisation**
- **Leverage latest vendor & industry best practices.**
- **Mitigate risk.**
- **Free up your staff to focus on strategic initiatives and business priorities.**
- **Improve service quality.**
- **Management of on premise, cloud and hybrid environments.**

About Diversus Group

Established in 2006, Diversus Group ("DG") began as a small but well-credentialed team of 'technology experts'. Today, DG is known for the ability to release the full potential of technology enabled businesses. DG is a specialist data storage, information management & cloud consulting company with a strong focus on infrastructure services, application integration & managed services. DG architect, implement, and support data centre, information management & cloud solutions to meet the specific needs of their customers. With staff located in Auckland, Canberra, Melbourne & Sydney, DG combines world class professional services methodologies and consultants with best of breed technologies from our vendor partners, providing clients with capabilities to best meet their unique needs.

Let's Get Started

Contact your DG partner representative now to discuss what we can do to assist.

info@diversusgroup.com

www.diversusgroup.com

www.diversusgroup.com/solutions/managed-business-solutions

