

Sharpening Your Competitive Edge.

Managed IT Services

Helping you reduce cost and complexity through innovative IT solutions.

Managed IT services comprise the remote monitoring and management of a customers selected hardware, software or networks, which can be located on premises or hosted in a third- party data centre.

At Jighi, Managed IT Services offer cloud, networking, storage, desktop, communications, security, data backup and recovery, disaster recovery, mobility, helpdesk and technical support.

Introduction

With 24 x 7 access to devices, information and choices, users have become increasingly empowered in today's digital world.

Businesses in turn are initiating their own digital transformations to create new business models that align with growing consumer expectations. To accelerate digital transformation, many companies are adopting new technology trends like cloud computing, mobility and analytics.

Adopting these technologies is resulting in a complex IT environment unlike anything we have ever seen, spanning multiple delivery models, vendors, processes and data. Managing such a complex environment can be challenging, particularly as companies continue to face flat or shrinking IT budgets.

Managed IT services span a range of capabilities, creating options for IT and business teams looking to benefit from externally provided services. By taking external IT services it will allow them to focus on more business critical issues and strategic activities.

Taking the right steps now to use IT managed services can enable companies to gain significant business and IT agility and add greater value.

The Managed IT services provider (MSP) helps prevent downtime and improve IT performance, as measured by service level agreements, or SLAs

Why Should Businesses Opt for Managed IT Services?

Businesses use Managed IT service providers (MSPs) for a range of reasons. In the main, businesses use MSPs to address a range of issues around cost, complexity, service quality and risk.

Additionally, the rapid pace of innovation across all technology areas makes it increasingly difficult for internal business IT teams to evaluate new technologies and determine whether they will bring competitive advantages, or simply add complexity to an already overcrowded IT environment.

Cost Reduction

Economies of scale and industrializing service delivery help managed services providers meet a lower cost point than most businesses can achieve with in-house IT teams.

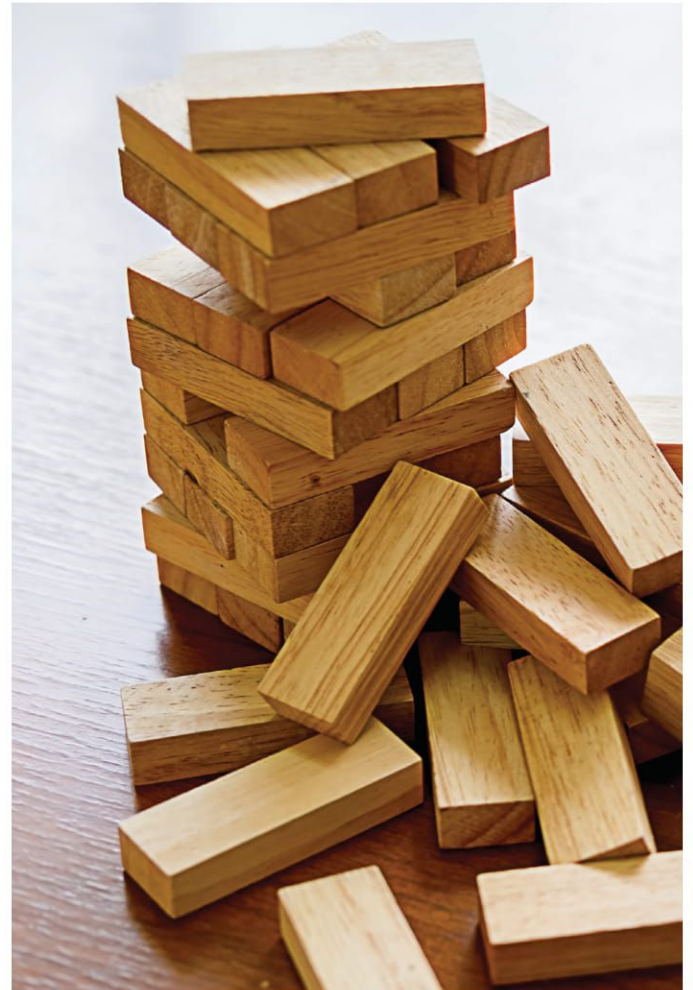
Additionally, many provider's costs, from infrastructure to technical staff, are shared across multiple customers.

Increased Efficiency

An Managed IT services provider can deliver new value in hybrid environments through brokerage, best practices, standardization, analytics and automation capabilities, delivering more efficient, tighter IT controls. A managed services provider can deliver new value in complex IT environments by helping you plan, procure, govern and manage IT services across multiple suppliers.

Flexibility & Scalability

MSPs can scale the scope, size and range of managed services based on a business's needs. This allows companies to align IT with business operations and improve speed time to market with the faster provisioning of new resources.



Improved Security & Compliance Management

Reducing risks related to security, business continuity and compliance are critical IT areas that can be addressed effectively by managed services. Security in particular comprises a growing area for IT service providers and customers.

Escalating threats and a complex technology landscape make it difficult for in-house IT teams to keep up with changing security requirements.

Performance Based SLAs

One of the main advantages of Managed IT services is that responsibility for performance rests with the MSP. Service quality is the value that an MSP can offer. Promises of service quality should be backed by contractual SLAs. MSPs therefore have an incentive to cost-effectively develop the tools, processes and governance required to deliver reliable services.

**A good MSP should
employ industry best
practices in managing
your IT resources**

Managed IT Services by Jighi

At Jighi, we offer a range of IT services which can be taken as individual offerings or as part of a more comprehensive end to end IT service.

Managed Cloud Infrastructure

MSP or cloud provider's engineers manage clients computing, storage, network and OS. Can include both application stacks & tools run over this infrastructure. Allows greater control over which services to outsource



Managed Print Services

Often grouped outside larger framework of managed services, this enables remote monitoring, updates, and maintenance of organisational document management infrastructure



J-Central

The remote monitoring and management solution trusted by thousand of successful companies across the world to grow and scale their business through efficient, easy-to-use IT automation



Managed Software As A Service

SaaS or Software as a Service is inherently managed: providers host, deliver, update and improve applications for clients. MSPs may resell the service and assist with integration of on-premises and cloud apps



Managed Support Services

Handles traditional Help Desk functions such as Ticketing for IT Support issues amongst employees along with mechanisms for resolution



Virtual Desktop Infrastructure

VDI is the industry-leading standard for application and desktop virtualization, empowering workers to be productive on any device, anywhere



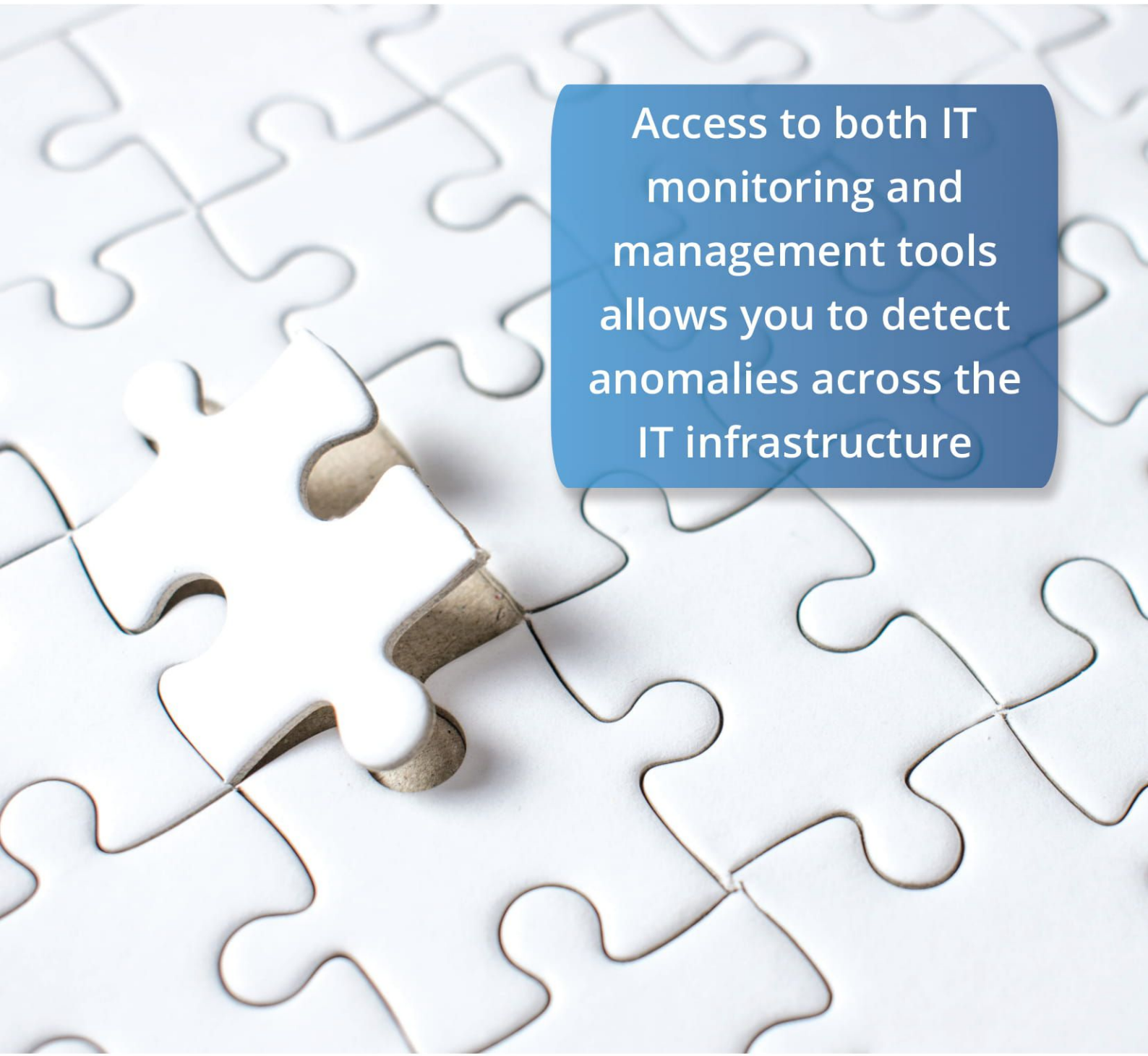
Business Intelligence & Data Analytics

Covers capture and analysis of client data revealing useful trends or patterns that may influence marketing, sales staffing, supply chain & inventory planning



Businesses of all sizes have been turning to MSPs to manage their IT infrastructure and end user computing requirements. A typical MSP should have real focus on delivering IT services, which would include:





Access to both IT
monitoring and
management tools
allows you to detect
anomalies across the
IT infrastructure