

# ITM Solution Brief

## Managed & Support Services



**ITM Communications is an independent specialist provider of cost effective and energy efficient ICT infrastructure services and solutions to the corporate, financial, government, defence, healthcare, construction, systems integrator and outsourcer markets in the UK, Europe and Middle East.**

### The Challenge

In today's weak economic but highly competitive environment there has never been a time where so much productivity is required from so little resource.

This challenge comes at a time when IT infrastructure technology is increasingly complex to manage and support.

### Specialised Service & Support

With over £10 million in annual revenue and a team of more than 60 staff, ITM has been undertaking managed and support services, both call-out and site-based, for Clients including blue chips, major government agencies and facilities companies for over 15 years. During this time ITM has established a reputation for quality, attention to detail, flexibility and transparency.

ITM delivers a wide range of managed services to several large government and commercial Clients against demanding service level agreements.

These Clients continue to renew contracts year after year which we feel is proof of the value and quality of service that we provide.

ITM provides managed service expertise in the following areas;

- **24x7 service management desk**
- **Web based catalogues and service management portals**
- **Change management and capacity planning**
- **UK wide IMAC service**
- **Cabling fault finding, fix and maintenance**
- **Network health checks**
- **Documentation services**
- **Audits, Asset Management and CMDB**
- **Energy monitoring and measurement**
- **Racking, stack and power-up**
- **Equipment staging, physical migration, lift and shift**
- **Server migration services**
- **Technology and equipment roll out**

## Service Definition and Delivery

Working in close partnership with our Clients, ITM aims to exceed expectations and guarantee quality service delivery through continuous improvement, reduced operational costs and lowered capital expenditure.

A critical phase in defining and optimising any managed service is to understand the customers' individual requirements. With this in mind service workshops are used to ensure that the service description and scope exactly matches the Clients business needs and that appropriate performance metrics are used.

Typically at a service workshop ITM and the Client would define and agree the following;

- Scope and service description
- Agreement of optimum, commercially balanced SLA's
- Priority level definitions
- Define toolsets e.g. Aperture, DC Planner
- Service credit triggers and score carding
- Escalation procedures
- Processes and method of invoking a service request through to sign off and call closure
- Methods statements and risk assessments
- Documentation and software requirements
- Personnel profiles, qualifications, skills sets and experience

## Why ITM?

By understanding the dynamics of successful managed services contracts and the importance of strong relationships, ITM is able to develop and maintain both operational and senior level Client relationships.

ITM's services team members are security screened professionals who are experienced and equipped to work in mission critical secure environments in an efficient and safe manner.

ITM has experience at delivering services under its own ITM brand or under the branding of a partner or client organisation.

Leveraging industry best practice as an Endorser of the EU Code of Conduct for Data Centres, ITM provides comprehensive best practise when managing infrastructure within the data centre environment.

Using the latest ITIL compliant service management tools helps us deliver industry best practise and value for money directly to the client's business unit.



**MARVAL®**  
Everything ITIL and ISO/IEC 20000

By adopting a flexible approach to client requirements, ITM applies best of breed technology, in-house expertise and innovation, to deliver compliant solutions and services that offer value for money and achieve industry best practice.

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