

DATA SHEET

FULLY MANAGED IT

Removing the in-house burden of IT management

Our fully managed IT support service takes the burden of IT support and systems away from your in-house technical teams, enabling them to shift focus to more strategic or business-critical projects.

We use powerful automation tools to monitor and maintain your systems 24/7, keeping them healthy at all times.

Any anomalies are flagged and remediated before you even notice them, and before they give rise to costly problems. Most of the time you won't even notice us.

But if you have a problem, we will be there. 24/7.

We have helped our Managed Service customers reduce their IT support budgets by an average of 25% using this model.

THE NASSTAR WAY

When you work with Nasstar we will take the time to understand your business and get to know your IT environment so that we can best advise on ways to improve efficiencies, whilst cutting costs – a metric we include as standard in every single client contract.

There are no technical barriers to our managed services capabilities. Whether you need to completely outsource your IT or just one element to our specialist teams, we're able to provide managed support that matches your business needs.

And with a team of over 250 IT specialists UK-wide, we can scale with you, providing your people with all the support they need, 24/7.

KEY FEATURES



24/7

Proactive Monitoring

Our unique monitoring and alert service ensures your systems remain in perfect health. From servers, SANs and storage devices, to network devices including routers and firewalls, this service reduces the risk of incidents having a negative impact on your business, keeping the number of support incidents to a minimum.



24/7

Advanced Security Monitoring

Our security sensors monitor your network behaviour, using encrypted data correlated against over 2000 industry-approved security directives and policies. By immediately identifying abnormal behaviours, Nasstar engineers can alert your security teams to ensure potential attacks are stopped in their tracks, breaches are avoided and your data stays safe.



Proactive Watchpoints

This unique management tool is designed to reduce downtime by pre-emptively scheduling system maintenance tasks. This ensures all tasks, regardless of their perceived importance, happen every single time.



ITSM: ServiceNow

Our IT Service Management Platform, ServiceNow, manages our entire workflow and helps our team to collaborate with yours, enabling efficient incident resolution and ticket management. ServiceNow also manages Proactive Watchpoints, giving your team a complete view of all our systems maintenance operations.



24/7

Incidents and Service Requests

You'll have direct access to our team of technical experts that manage all IT related service issues, as standard. Incidents that have been identified as causing severe disruption to your business are continuously worked on within strict SLAs, as agreed by you. We fix 99.93% of incidents remotely, saving you money in on-site staffing overheads.

THE POWER OF AUTOMATION



Most of the routine problems that occur with IT can be prevented or resolved using automated technologies and AI, without the need to ever deploy expensive human IT resources.



And because we already know what tends to go wrong with day-to-day IT, our proactive monitoring and maintenance Watchpoints stop the majority of incidents from occurring in the first place.



Watchpoints provide 5,000+ checks and tasks – from automated patching to data backup – that we can personalise to your business and run on an ongoing basis to keep your systems in optimal shape.



The better we are, the less aware our customers are of the great job we do. Good IT is anticipatory, so when we deliver, you don't notice because everything just works. Like it should.

MANAGED SERVICES IN NUMBERS

- \\ Unless your core business activity is IT, it makes sense to leave the management of it to experts, which is why more organisations are opting for Managed Services with **global spending forecast to reach 300 billion US dollars** over the next few years.
- \\ **68% of IT decision makers** feel responsible for technology usage and security but lack the control to manage and coordinate system maintenance tasks effectively.
- \\ **More than 30% of incidents happen at night** when your IT support teams aren't monitoring systems. A good Managed Service Provider will be monitoring your systems 24/7/365.
- \\ Nasstar has helped its Managed Service customers **reduce their IT support budgets by an average of 25%**.

CASE STUDY

Sunseeker

A global leader in the design and build of luxury motor yachts turned to Nasstar to extend its IT support capabilities without having to hire more people.

Challenge

When Sunseeker lost an experienced member of IT staff, it needed a speedy solution to fill the knowledge gap and keep its network running smoothly.

Solution

Nasstar's Fully Managed IT service.

Outcome

Proactive Watchpoints and 24/7 network monitoring proved to be far more cost-effective than recruiting and training a new member of staff with specialist knowledge. In addition, Sunseeker now benefits from access to Nasstar's 225-strong team of technical experts, allowing the business to enjoy 24/7 support for the first time.

REQUEST A FREE MANAGED SERVICES CONSULTATION

Whatever your IT support needs, we can take care of it, so you don't have to. If you would like to book a complimentary consultation or find out more about our solutions, please contact enquiries@nasstar.com or call **0844 443 433**