MANAGED INFRASTRUCTURE SERVICES

BUILD, OPERATE & TRANSFORM

Overcoming IT infrastructure challenges faced by organisations is at the core of what we do

COMMON INFRASTRUCTURE CHALLENGES

- **Digital Transformation Requirements**
- **Legacy Systems**
- **Infrastructure Complexity**
- **Scalability & Flexibility**
- **Cyber Resilience**
- **Operational Availability**
- **Attracting & Retaining Talent**
- **Managing Vendor Relationships**
- **Budget Constraints**

Data volumes are growing at unstoppable rates, and with it comes the resource burden of managing an ever-growing and diverse infrastructure landscape. Although these challenges have become more complex with the rapid advancement in technology, IT departments are tasked with doing more with less and delivering on modernisation goals whilst maintaining operational support and resilience.

To support our customers and close this resource gap, Nephos Technologies provides customers with managed infrastructure services that are specifically designed to help you tackle the risks, costs and complexities associated with managing IT infrastructure to cater for today's and tomorrow's needs.

Nephos' Infrastructure Managed Services allows organisations to take advantage of our team of experts who take responsibility for operating your infrastructure, freeing up your existing resources to focus on critical priorities that drive innovation and deliver on your business objectives.

DELIVERED BENEFITS

OPTIMISE YOUR TECHNOLOGY INVESTMENTS

Working alongside your team, we'll help optimise and transform your infrastructure to drive more value from your investment.

AMPLIFY RESOURCE COVERAGE

Extend your team's capacity to simplify and streamline operations whilst ensuring critical functions continue to operate smoothly.

DELIVER UNINTERRUPTED AVAILABILITY

Keep your infrastructure secure, stable & running optimally whilst delivering on ever changing requirements & demands.

REDUCE OPERATIONAL COSTS

Maintain critical operations and focus your teams on driving value and implementing transformational projects.
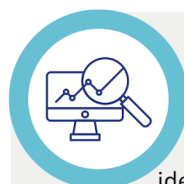
NEPHOS TECHNOLOGIES

OUR SERVICE OFFERING

Through our Managed Infrastructure Services, our experts act as an extension of your internal teams to support, maintain and transform your infrastructure platforms. Based on ITIL best practices and with accountability through agreed service level agreements, our team provides the operational support needed to be aligned to your business needs at a lower operating cost than managing these processes internally or hiring additional headcount.

With Nephos Technologies, gain access to an operational managed service on either a 24x7x365 or standard UK business hours arrangement to ensure your infrastructure's critical functional operations run smoothly.
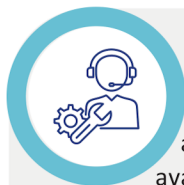
PROACTIVE MONITORING

Our SaaS based monitoring service delivers proactive infrastructure monitoring to identify incidents and allows us to deliver preventative maintenance. Together with our trend analysis and proactive alerts, we detect and address potential infrastructure incidents before they happen, minimising downtime.

SYSTEM PATCHING AND MAINTENANCE

Gain peace of mind and leave the software management and firmware system updates to our team of experts - so you can focus on your core business. Working closely with your teams, we help determine the best approach to ensure that updates are completed in a timely way, with the right level of governance, to mitigate the risks that come with out-of-date infrastructure.

TECHNICAL SUPPORT

Improve your operational resilience and achieve uninterrupted infrastructure availability with Nephos' support team. Acting as an extension of your team, our experts will liaise with our hardware and software partners to swiftly resolve any incidents that may arise whilst providing technical support to your organisation.

CAPACITY PLANNING

Prevent incidents related to capacity management. Whether introducing new workloads or experiencing changes in requirements, capacity planning plays a vital role in infrastructure service operations. With support from our service, gain comprehensive insights into your current & future infrastructure needs to achieve optimal capacity planning.

ADDITIONS, MOVES & CHANGES

Our teams work within your existing change control process to apply adds, moves and changes to your environment to mitigate risks and speed up response times when it comes to system changes. By leveraging our team, we allow you to overcome resource constraints and deliver smooth operations and enhanced productivity.