TOSHIBA

Managed IT Services

> Support your in-house team and keep IT systems running smoothly and securely.

> Choose from a range of services and solutions to suit your business.

> Gain the expertise of the Toshiba team, working as an extension of your IT team.

TOGETHER INFORMATION

Managed IT Services to support your business

To run an effective business today, technology is essential. However, you also need to keep your IT systems secure and running efficiently - which can quickly become burdensome for in-house IT teams. With our Managed IT Services, we remove the stress and day-to-day pressure of keeping your IT infrastructure operating and your user community looked after, enabling your IT team to focus on frontline, strategic priorities.

Our expert team will work as an extension of your own, listening to, and understanding, your organisation's unique requirements - so you can rest assured that your IT system is reliable, resilient and tailored to your exact needs.

Secure. Helpful. Expert.

Securing your business | Data breaches are expected to cost organisations an average of £3.03 million in 2020, consisting of the cost of repair, lost revenue, fines and reduced productivity. Few businesses can afford to leave their IT systems vulnerable to a cyber attack. Beyond the immediate costs of a breach, there are also longer-term impacts on customer trust and brand reputation to consider.

Compounding this is the increasing sophistication and range of attacks – for example, 68% of business leaders feel that their cybersecurity risks are increasing. This puts pressure on IT teams to constantly remain on-top of ever-evolving risks.

Our Managed IT Services can help your teams protect against an array of email security, phishing and malware threats. We can provide an initial security assessment to understand the vulnerabilities in your system and work to immediately mitigate the risks of a breach. Plus, through our Remote Monitoring and Management service, your system will be watched 24/7/365 to proactively flag any suspicious behaviour, roll-out updates and patch vulnerabilities.

Helping your business run smoothly | Our Managed IT Services team works hand-in-glove with your in-house team to provide bespoke support that meets the unique needs of your business. Everything we do is centred around your goals - helping you build and maintain a resilient IT infrastructure. We work with you to remove your stresses and burdens, with no hard sell. Just advice and guidance on the processes and tools that your business needs to perform at its best.

Providing you with additional expertise | With our insights, we can help design and implement an IT infrastructure aligned to your business strategy. Our consultants will provide guidance on best practice, upskilling your team in optimum architecture design, governance, policy and compliance requirements. We can also provide CIO expertise and consultancy – identifying where to make improvements and where to continue utilising existing systems.

Creating your technology service | Discover the technology solutions that are a perfect fit for your needs. Only invest in the right solutions for your business, with our experts on hand to guide you through your decision.

£3.03 million

**The average amount data breaches are expected to cost organisations in 2020.**

68% of business leaders feel that their cybersecurity risks are increasing.

Managed Security Services

We can provide you with the security solutions and processes needed to protect against the latest cybersecurity threats. One in every 3,722 emails is a malicious cyber attack. Our **total email protection** provides a robust defence against any would-be attackers. We can also provide **phishing protection** and education, to help your employees identify a phishing attempt when they are targeted. This is complemented by our **penetration testing, endpoint protection, managed firewall, web filtering, threat scanning** and **cybersecurity audits** to keep on-top of all vulnerabilities. Plus, if needed, we can offer a **security operations centre** to detect breaches and respond immediately.
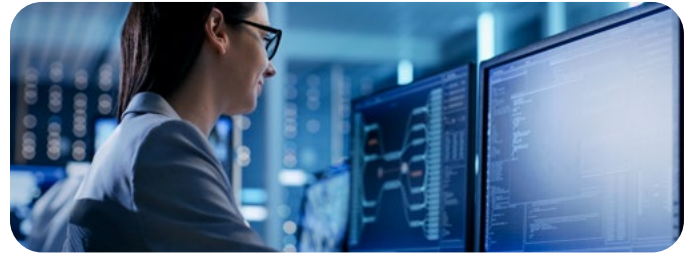
Infrastructure Support

Having a robust infrastructure ensures your business can run like normal through all eventualities. With our **Remote Monitoring and Remediation** service, our team provides 24/7/365 coverage of your critical IT systems, ensuring they are running smoothly and securely. In tandem with our **patching service**, you can proactively protect your systems against new threats and vulnerabilities. Meanwhile, our **back-up** and **disaster recovery solutions** retain your valuable data should the worst happen, to help you get up-and-running quickly. We can also provide **virtualisation, hardware provisioning, storage solutions** and **end-of-life management** - to take the pressure off of your in-house IT team. This can all be done from our **Network Operations Centre** which provides constant supervision of your systems to provide 24/7 support and peace-of-mind.

End-User Support

Rely on us to be your end-users' first line of contact for all enquiries and troubleshooting, removing the burden from your IT team and freeing them to focus on maintaining a resilient infrastructure, instead of firefighting. With excellent user experience baked into our service offering, our experts are on-hand to provide the type of support you require, whether **first and second-line helpdesks, third line support** or **onsite support**. We can also provide **mobile device management** and **mobile application management**, to secure your information when it's available on multiple devices. Given that employees use, on average, over two devices to do their work, having oversight of any smartphones, tablets, laptops and desktop computers is essential.

Complete Outsourcing

For organisations that wish to completely outsource their IT systems and governance, our **consultants** can work in partnership with your team to help with your **architecture, migration, policy and compliance** and **staff provisioning**. We can also provide industry experts to act as your Chief Information Officer (CIO) either temporarily as you appoint a full-time role, or if you have taken the decision to hire a **vCIO to take advantage of the costs savings that can often accrue as a result**. With our Tailored Service Levels, you will only invest in the solutions and services that suit your business needs and directly support your growth goals.

Unparalleled service

With Toshiba's Managed IT Services, you can rely on our **comprehensive, 24/7 support** from our service desk - which is managed to ITIL standards to align with the needs of your business. You will also have **full visibility** over all your IT activities, and with a **single point-of-contact** to keep you updated with all developments. Our **Regular Management Information (MI) reviews** will provide you with the information you need for critical decision-making and reporting, including site reports, identified issues, savings initiatives, downtime, exception reporting, policy review and helpdesk call answering times.

We also regularly review our services against overall targets and objectives set in collaboration with your team. This ensures that service levels are met and sufficient resources are allocated to your contract. All of our services are performed in accordance with **robust organisational and technical security measures** to provide you with best-class security management.

Build and maintain a reliable IT service

With today's fast-paced technology landscape, IT teams can be challenged to remain ahead of all developments, opportunities and threats. With Toshiba's Managed IT Services, they gain an extra pair of hands to deal with business-critical activities and ensure continuity of operations. Downtime can cost your business anywhere from £108,000 to £417,000 per hour.

Having an expert partner on hand gives your IT team the time and space to focus on more strategic priorities, like keeping updated with emerging trends and planning for future technology needs.

Working with us, you will have a dedicated account manager and service delivery manager with full responsibility for the smooth running of your contract. They will work closely with your in-house staff, to only provide the services your business needs and truly add value to your bottom-line. Toshiba takes a long-term view of your IT needs, instead of pushing for a quick return.

Our consultants will help you build and maintain a reliable IT service that's fit for purpose and that delivers returns today and over the coming years. We want to become your trusted advisor, always providing a Secure, Helpful and Expert service.

Keep your IT systems running smoothly with Toshiba Managed IT Services.
For more information contact our Managed IT Services team to discuss a tailored solution to suit your business.

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