



PANOPTICS

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# Managed Services

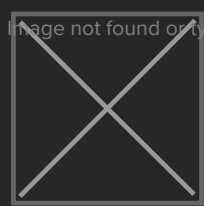
Panoptics deliver IT Managed Services with a difference. We recognise the importance of these services to our customers and the amount of trust placed on us for delivery, so we focus on always deploying a service the right way which evolves and flex's to a customer's changing business requirement throughout the life of the contract.

" Panoptics are a breath of fresh  
on a challenge and explain the c  
can make a decision. "

Russell Wilcox, CEO, Clarion Events

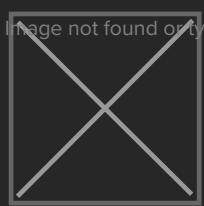
Through real world experience & a determination to solve the problems that the Managed Services market has talked about but never addressed, we deliver our solutions as though we were looking after our own people and services. We strongly believe in selective engagements, where we can become integrated into your organisation delivering genuine value and helping you succeed. As such, we understand your challenges and can provide a service that adapts to changing requirements but delivers consistently above the SLA whilst engaging with the entire organisation.

## Services



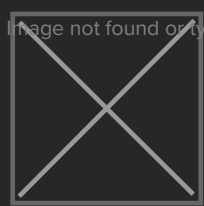
### Service Desk

Friendly, knowledgeable support from experts who resolve incidents in the shortest timeframe achievable.



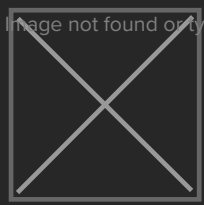
### Systems Management

Proactive management of business systems which maintains a stable IT estate and rapid response to incidents.



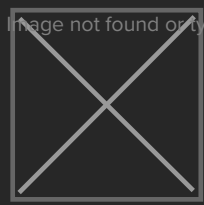
### ITIL Functions

ITIL best practices combined with real world experience which facilitates an optimised service delivery.



### Remote Monitoring

Comprehensive Remote Monitoring which provides complete visibility of a businesses IT environment 24x7x365.



### Onsite Support

Providing end users with a physical IT presence to give them comfort that any local issue will be resolved.

## How We're Doing

96.69%

## SLA's Achieved

Overall Service Level Achievement  
against all calls taken

3105

## End Users Supported

Total Number of end users supported

51.54%

## First Time Fix

First Time Fix Percentage of all calls  
taken

Note: the majority of our support calls are infrastructure related  
so to be able to resolve over 50% first time is pretty impressive  
we feel!

# Additional Benefits

Panoptics Managed Services have been designed to provide flexibility as well as the optimal level of support to businesses of all sizes. Each service was developed with the capacity to scale with the business it is supporting plus the ability to combine with other services from the portfolio to realise additional benefits for the customer including access to additional skills and technology, a reduction in overall IT costs and an improvement in service levels achieved.

With the adoption of multiple Managed Services from Panoptics we guarantee the improvement of your IT efficiency.

managed services

We're always available to discuss any IT Project and would welcome the opportunity to talk it through. Get in touch now and we're confident we will find the perfect solution for your business.

[Get in touch today.](#)