



MANAGING DATA
SECURELY

MTI Remote Infrastructure Management

Empower Your Business And Focus On The Road Ahead

The Business Challenge

Business requirements are changing rapidly. New technologies offer opportunities to drive more efficient, agile, effective services. Many organisations have limited, often overstretched resources, making it a challenge to do more with less and to get every aspect of an IT Strategy right.

Legacy applications and heterogeneous, multi-vendor environments are a challenge to manage, expensive to service and often don't meet the growing and varied demands of the business. Running a development team to maintain legacy applications and a complex, non-standard architecture, that will reach end of service life, means significant and continued investment in knowledge and skills training. An aging environment potentially puts the business at risk from poor performance, service unavailability and worse still, data loss, resulting in rising and unpredictable operational costs and resource inefficiencies. Outdated architecture, policies and processes may be hindering progress, growth and competitive advantage, irrespective of market sector.

Key Service Benefits

- Reduce operational costs by 20-30%
- Enable your team to focus on valuable business functions
- Increase business agility and competitive advantage
- Defined Service Level Objectives proactively driving service excellence
- 24 x 7 x 365 support

The MTI Solution

A proactive, flexible service contract through a trusted Partner that acts as a virtual extension to your team, will ensure the right Service Contract is in place to support you and your business.

Our Managed Service Portfolio encompasses four key areas; Remote Infrastructure Management (RIM), Managed Hosting, Cloud Services & Security Services. Remote Infrastructure Management (RIM) offers contracts to support complex, heterogeneous, multi-vendor datacentre and application environments to include; compute, storage, network, cloud, back-up, replication & security.

MTI offers four different levels of service within our Managed Services Portfolio. Our customers can be assured that we are delivering services against a globally recognised set of industry standards, processes and governance (ITIL) at all levels of service, worldwide, 24 x 7 x 365.

The MTI difference

We have more than 1,600 customers and over 25 years of experience in the design, deployment and on-going support of IT infrastructure in the Datacentre. Our approach is to work with you to understand your business objectives, current challenges, technical and service requirements and future plans.

Our experienced and highly qualified team will assess whether existing architectures and environments are appropriate or whether solutions and service updates are required. We offer an end-to-end service engagement; assessment, design, planning, project management, implementation, professional services, consultancy, maintenance, support and proactive managed services, committed to continual service and process improvement. We are responsible for what we design, supply and service, to meet agreed service level objectives (SLOs). We offer a number of flexible options for new investment, combined with RIM and/or Hosted Service Options.

“ RIM based service agreements are growing rapidly as a replacement for traditionally inflexible and unwieldy outsourcing agreements. It is all about proactive, self-remediation capabilities, which are quite new to many IT Managers in terms of due diligence ”

Eric Goodness
Research VP
Gartner

Key Service Benefits

Investing in an MTI Remote Infrastructure Service Contract (RIM) will reduce operational costs, on average, by 20-30% over a 12-18 month period. It will enable key staff to concentrate on valuable, core business functions, trusting us to take care of day-to-day operations. A powerful and precise blend of proactive management, planning and reporting will deliver greater efficiencies to the business, resulting in improved productivity and quality of service (QoS). We design and deliver our services according to recognised industry standards (ITIL) through defined, proactive, measured service level objectives (SLOs), 24 x 7 x 365. We are committed to working with you to ensure continual service improvement and service excellence.

“ Planned acquisitions look set to double the size of our business. As we continue to grow, we face rising and unpredictable operational costs. This includes application development, data centre, communications and infrastructure as well as resources and the expenditure needed to physically support a decentralised and distributed global organisation. With an ever-tightening approach to governance, with policies subject to constant change, it was proving difficult to ensure compliance in a legacy environment, which was putting the business at risk. We worked with MTI to develop a 3-5 year strategic plan for our global IT architecture with managed & hosting services and we expect to reduce operational costs by a minimum of 27% over the next 12 months. ”

CIO Global Insurance Co.

- Level 1 | Monitor**
 - ✓ Event Management
 - ✓ Escalation Management
- Level 2 | Analyse**
 - ✓ Monitor, plus:
 - ✓ Capacity Management
 - ✓ Reporting Services
 - ✓ Continual Service Improvement
- Level 3 | Manage**
 - ✓ Analyse, plus:
 - ✓ Incident Management
 - ✓ Problem Management (correlated with Call Home)
 - ✓ Change Management
 - ✓ Performance Management
 - ✓ Service Requests
- Level 4 | Complete**
 - ✓ Manage, plus:
 - ✓ Dedicated Onsite Resources

Data sovereignty

Security

Focus

Compliance

**FIND OUT HOW MTI CAN HELP YOUR BUSINESS
TALK TO AN EXPERT**

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