



**eircom managed IT services**  
IT power to drive your business



## Today's business environment demands fast reflexes

When new opportunities or challenges arise, the strongest organisations today are those who can act quickly and decisively. If your IT systems aren't facilitating this level of responsiveness, they're probably standing in the way. Most companies are coping with IT environments which have become costly to manage in terms of skills, time, maintenance and upgrades. Rapid changes are difficult when resources and budget must be found to scale operations or introduce new applications.

**Optimised IT brings you where you need to be**  
eircom managed IT brings your IT to a whole new level. We help you devise a strategy to create a leaner, high-performance platform that's more flexible and cost effective, thanks to innovations in virtualisation, real-time data replication and geographically distributed systems.

Our deep IT skillset frees your internal teams from routine tasks to focus on initiatives that deliver competitive advantage. And our heritage as Ireland's most experienced data centre provider gives you access to the most reliable services for hosting and managing your vital systems.

The most successful organisations today use managed services to get their IT infrastructure into fighting form. eircom managed IT is a complete service for design, migration and ongoing management of your optimised, high-performance IT infrastructure. If you're aiming to improve competitiveness, we'll help you make the right start.

## Our approach

Developing an optimised IT infrastructure is a strategic process. Our professional services experts help you create a roadmap for rationalising and improving the responsiveness of your IT platform. We work with you to assess which high-value IT functions are best retained in-house, and which can usefully leverage our resources and capabilities, and we programme manage your transition to ensure your end-users experience no service disruption.



overburdened in-house teams

heterogenous IT estate

process inefficiencies

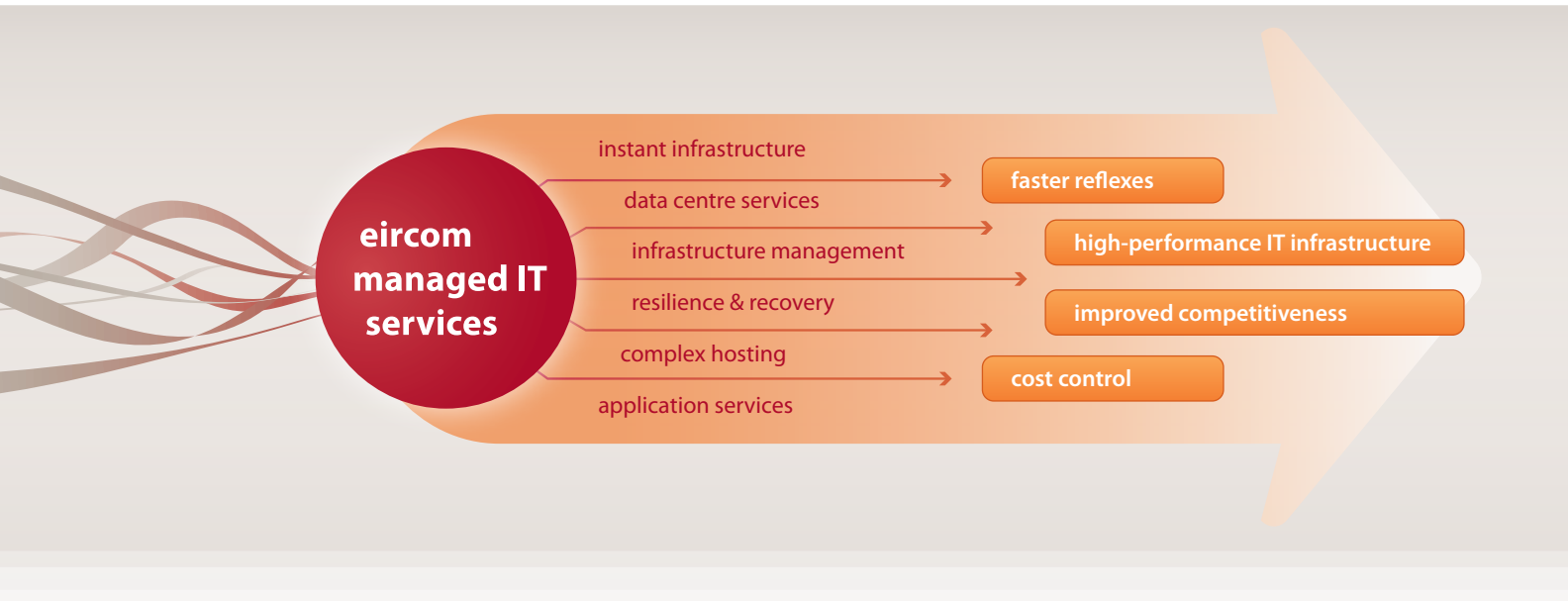
poor return on investment

restrictive infrastructure

- **Achieve better value:** reduce total cost of ownership and improve your return on investment by rationalising a heterogeneous hardware estate and phasing in new, dynamic computing capabilities.
- **Access capabilities and capacity on demand:** free your in-house resources to concentrate on strategic initiatives. Additional skills are available on demand, and you can adjust capacity on your dynamic platform - computing, storage and backup – as needed. Pay only for what you use, and rapidly scale as required.
- **Simplify service relationships:** we offer a single point of accountability for network, facilities & applications and take full responsibility for your services end to end, including third-party vendors. Systems integration is greatly streamlined.
- **Benefit from innovation:** protect your investment by accessing inbuilt upgrades and enhancements with no step-change fees for technology refresh.
- **Improve IT service quality:** our technology, people and service model let you deliver higher service levels for all IT across your organisation, from hosted services to network availability.
- **achieve better protection:** our managed security and resilience services let you proactively address the risk of downtime or compromised systems, with systematic threat management and improved platform availability, supported our network of data centres.
- **cost-effectively deliver hosted services:** establish your mission-critical hosted service in our secure, high-availability data centres. We help you leverage virtualisation and replication technologies for rapid, cost-effective rollout of your web infrastructure, and our resilient architecture lets you deliver 100% availability guarantees for hosted services.

## Proven services for optimised IT

We invest in the facilities, network and IT capabilities that deliver exceptional economies of scale for any organisation looking to optimise and rationalise its IT infrastructure. Our world-class data centres, 24/7 Network Operations Centre and deep IT skillsets deliver the on-demand IT excellence that helps your organisation perform. Choose our on-site managed IT services if you prefer to host your systems at your own site or at another data centre.



- **data centre services:** our network of data centres meets the most demanding colocation needs with unrivalled power, cooling, physical security and international connectivity. We also offer fully bespoke configuration and risk controlled migration services.
- **complex hosting:** our proven configurations help you rapidly deploy internet-enabled services with best in class security and reliability, and industry-leading service levels. Our in-depth experience in critical systems hosting helps us understand and deliver on the unique demands of 24/7 web-facing applications.
- **instant infrastructure:** customise your computing platform (processing, memory, storage and networking) and scale it on demand, without capex. We use Cisco and VMware virtualisation to consolidate your hardware estate, increase utilisation and availability, and improve your service levels.
- **infrastructure management:** we will manage and drive efficiencies in your IT infrastructure using our advanced operational practices and toolsets to improve responsiveness and service levels for end users. We offer a full-service SLA based on the performance of your systems.
- **resilience and recovery:** we can design and implement a customised DR strategy and architecture using real-time data replication, live failover, virtualised desktops and distributed geographic architectures for high-availability systems. Unified communications, distributed backup and SAN replication are also available.
- **application services:** access expert services for managed SAP, managed database and managed OS. Our ITIL compliant services support the full application lifecycle, including design and build, migrations and upgrades, release management and testing. Virtual deskside services let you deliver expert support to your end-users without burdening your internal teams.



As one of Ireland's largest organisations and a major user of the IT services we offer, eircom delivers a unique combination of IT knowledge and business insight, so you can be confident of the highest service levels and a 100% focus on your business outcomes. And because we bring you the very best solutions from our industry partners - from Cisco and VMware to BMC Software, EMC, Symantec and Dell - you can access innovations from across the IT industry, with all the simplicity of a single, trusted relationship.

How can we help you?

Speak to your eircom account manager for further information on how our managed IT services can address your needs.

Risk Management  
Managed Networks  
**Managed IT Services**  
Unified Communications  
Professional Services

