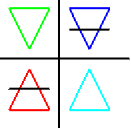
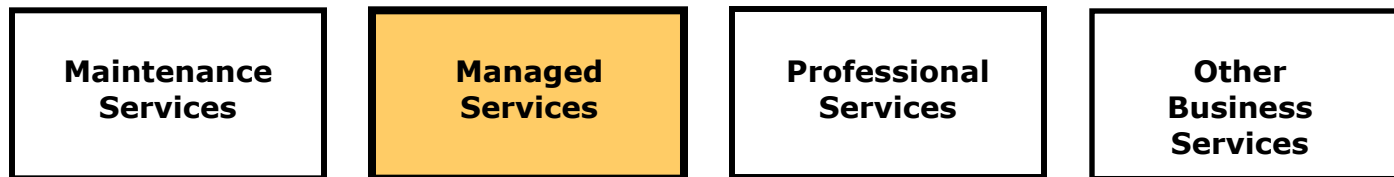


**Sir Winston Churchill once said,**

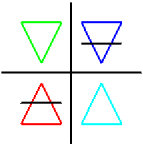
**"If you have knowledge,  
let others light their candles with it."**



**Track for Enterprise  
Services:  
Managed Services  
Track  
The designated Managed Services Provider**

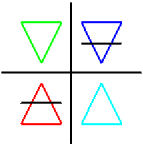


**Why Managed Services?**



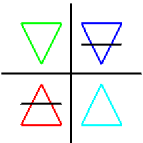
Your Managed Services Provider

✓ **The Keen Group**



# The Management Concern

Outsourcing  
VS  
Managed Services



# Outsourcing IT Management:

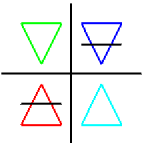
IT organization outsourced

Transferred to a third party

Loss of direct control

Lack of direct cost evaluation

Staffing problems



# Managed Services:

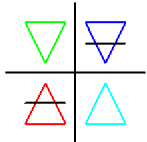
Make your organization agile and fit by proactive selective outsourcing the technical management functions.

IT infrastructure maintenance.

Use “on demand” or “just-in-time.

Retain control - Stabilize costs

Manage change – hardware & software



# Operational Capabilities:

Backup Procedures

Backup Verification

Network Management

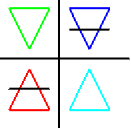
Security

Server Administration

Servers & Storage

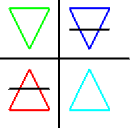
Software Distribution

Maintenance Control



**Additional Capabilities:**  
Asset Discovery (Audit)  
Customer Support  
(Helpdesk)  
Data Assurance  
Patch Distribution  
Reporting  
Software Distribution  
Virus Protection





# Effective Change Management:

**Identify outdated or failing systems**

**Identify components risking failure**

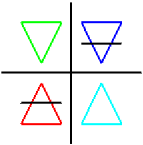
**Plan upgrades pro-actively**

**Plan replacements before failure**

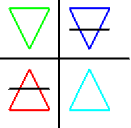
**Eliminate most “emergencies”**

**Eliminate most “lost productivity”**

**Improve the “user experience”**



# Reporting:



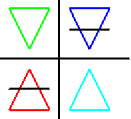
# PC Inventory / Computer Audit:

Complete computer inventory

Complete software licence inventory

Scheduled LAN and usage audits

Fully automated and always up-to-date



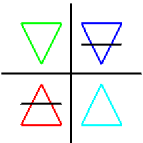
# PC Remote Control / Remote Support:

Access computers remotely from anywhere

Secure and configurable

Access PCs behind firewalls and NAT

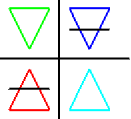
Available Help Desk with live discussion



# Network Monitoring / Alerts

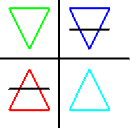
Instant notification for:

- hardware changes
- software changes
- policy violations
- low disk space
- unapproved network access
- new devices on the LAN
- and etc.



# Windows Event Monitoring / Alerts

Remotely monitor:  
Windows systems event log  
application event log  
security event log  
user defined alerts

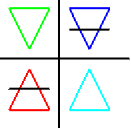


# Software Installation / Update:

Complete software installations

Software updates across the organization

Easier and more flexible than other solutions



# Help Desk / Trouble Ticketing:

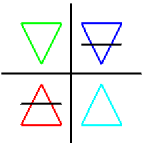
Included:

Complete integrated trouble ticketing.  
User and administrator create/update.  
Policy based notification.

**Optional:**

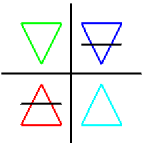
Built in online chat for support personnel and users  
Provides direct verbal communication with help desk





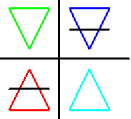
# Patch Management

Fully automated security patches scan, patch deployment and history with the click of a mouse. Scalable, secure, configurable and location independent



# Network Policy Enforcement

Monitor network usage by machine and by application. Define policies and limit network access to only corporate approved applications



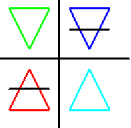
# Realistic End User Size:

Small to mid-sized companies and organizations should be flocking to the managed services model

It helps to reduce costs

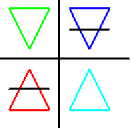
Pro-actively improves availability performance and security

Does not need additional in-house skills and resources



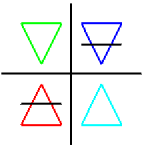
# Realistic Economies of Scale:

Managed Services leverages economies of scale, expertise and automated operations

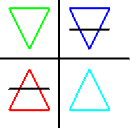


# Delivery Requirements:

Managed Services can be delivered in data centers, or remotely at a company's facilities. Businesses can select the Managed Services that best complement their own IT requirements.



# Requirements:



# The Maintenance Contract:

Separate from Managed Services.

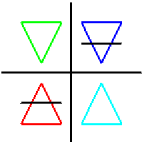
An approved maintenance supplier.

Able to work with remote management.

Agreed parts standards.

Agreed time charges.

May be negotiated separately.



# The Managed Services Contract:

Administered by the Keen Group.

A remote on line service.

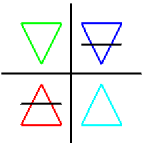
A schedule of services.

Management reporting.

Pro-active information.

Daily/weekly/monthly targets.





# End User Pricing:

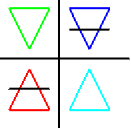
Conditional on services contracted.

Standard monthly/annual rates.

Based on number of systems.

Varies with sites/locations.

May depend on selected options.



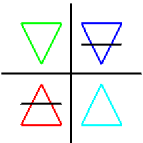
# End User Pricing for You:

Services contract:

Monthly/Annual contract:

Suggested options:

[Overview: review our proposal]



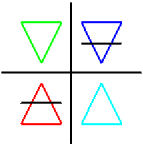
# Major User Benefits:

Proactive managed service solutions for critical IT systems:

- minimizing downtime
- minimizing related costs
- reducing on-site emergency support calls
- managing risk and improving efficiencies
- lowering IT security risks

optimizing managed IT services at a lower cost

- predicting budgets more accurately
- minimal disruptions of day-to-day operations
- added value across organizational functions



# Major User Benefits:

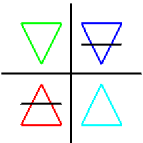
**Benefits over and above cost reduction:**

**Reduced deployment times**

**Regulatory compliance**

**Alignment of IT functions with business goals**

**Better serviced and happier user community**



## How do I get a Proposal from The Keen Group?

**Easiest:** simply ask for a proposal.

Even Better: ask the Keen Group to survey your site, report, and then propose Managed Services. [We usually charge a nominal fee]

**Best:** [We usually charge a nominal fee]

Ask the Keen Group to survey your site and report in detail.

Arrange a joint meeting with your intended Maintenance Provider.

Sit down with Keen and Plan your operations.

Request Managed Services proposals using Keen specifications.

