

## Managed Services

To maintain your competitive advantage, you need an IT system which delivers high-speed access to data and services at all times. Maintaining such a system can, however, prove to be a burden and expensive for many organisations. Such burdens may include:

- high staff turnover
- lack of experience
- frequent training and retraining
- cost control and fault-recovery times

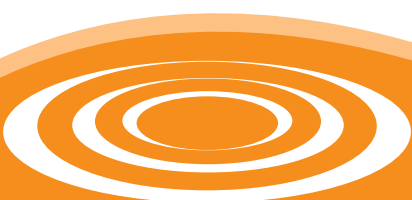
We remove these problems using organized, practical and resourceful approaches we have refined throughout our years in the industry, in exchange for a regular manageable fee. Our managed services team will: manage the daily running and maintenance of your selected IT resources; provide continuity of service at predictable costs, and have in place, a clear escalation process for concerns and issues which may arise.

To benefit from our managed services, our clients tend to opt in to our Service Level Agreement (SLA).

## What is a Service Level Agreement (SLA)?

As a part of our ongoing commitment to providing tailored solutions specific to each of our clients, KnowledgePlus offers Service Level Agreements (SLA). The Service Level Agreements focuses on Outcome Based Work. Traditionally, these services are billed on an hourly basis. This creates a potential problem for most businesses as IT companies that perform work slowly and inefficiently are rewarded rather than those companies that perform work efficiently.

The Service Level Agreements are annual contracts which are available at in three levels from standard network support to a fully integrated solution complete with user training and priority support.



## How will it help my Business?

When engaging an organisation to maintain and plan a critical business system such as your computer network, we understand that you want assurances that:

- your IT Costs are capped
- you can accurately budget for your IT expenditure
- you are guaranteed reliability of your organisation's ICT infrastructure
- you are provided with priority service for fast turnaround
- you are allocated a consultant who understands your business and technology requirements
- you are allocated a consultant who can advise and assist in the planning of your technology requirements

## How does it work?

Our SLA comes in three tailored levels, Platinum, Gold and Silver, each tailored to meet your business requirements. We will provide you with a single known monthly charge based upon your requirements. This charge covers all ICT issues no matter what happens, insuring your business against a cost blow out.

