

## MANAGED DESKTOP SERVICES

Our experienced team will take on the day to day responsibility for operating your user platforms. We manage your desktop environment, assuring its functionality, optimised computing power and up-to-date software features – providing you peace of mind and a first class solution.



### What We Do

You create your IT policy: It doesn't matter if it's a unified OS platform or flexible BYOD strategy. With Soitron's automated remote systems, we manage both operations and transitions while keeping you in control of cost, asset management and licencing. On demand, we can supplement with dedicated on-site services. Our proven expertise is based on partnerships with clients such as HP, Microsoft, IBM and Landesk.



### How We Deliver

Our partnerships cover the complete lifecycle of your desktop environment. At Soitron we have not only teamed up with leading industry technology companies such as HP, Lenovo, IBM, Wmare and Landesk but have attained the top level of accreditation and invested in a number of specialisations enabling us to offer our clients a guarantee of the most professionally managed desktop services. Our approach and delivery has won us numerous client, partner and industry awards.

## FLEXIBLE AND SCALABLE MANAGED SERVICES OR STAFF AUGMENTATION

At Soitron we offer our client's flexible and scalable Managed Desktop Service solutions. Whether you require a pure on-site staff augmentation or a fully remote managed service, our experienced teams will deliver above and beyond expectations, utilising remote Landesk desktop management tools.

### WE DELIVER AS

#### Managed services

- You will receive remote support with our own productivity tools or support in your environment using your productivity tools
- The service will be delivered as combination of Landesk remote-desktop management and on-site user support, including asset management and licencing policies
- Soitron will manage your service delivery based on SLA KPIs
- Your dedicated Service Delivery Manager will be your escalation point and single point of contact. You will receive monthly/weekly SLA quality reviews, SLA KPIs reporting, efficiency improvements reporting, etc.

#### Staff augmentation

- You have the flexibility to ramp up or down as your project needs require
- We will hire on-board, manage shift coverage and attrition management
- We will use our long-term experience to fit your skillset requirements to the project demands while leveraging our presence in local markets
- Your dedicated Delivery Manager will provide you with:
  - Operations support, acting as your single point of contact for all procurement related topics described in the Statement of Work (invoicing, purchase orders, etc.)
  - Staffing support, managing your shift coverage in various time coverage models (24x7, 5x8, follow-the-sun, US working hours), performance and disciplinary issues and training planning.
- Your dedicated HR Business Partner will manage the multi-lingual talent pool covering hiring, on-boarding, ramp-up status reporting, internal promotions and leaving interviews, performance management, and learning and development

#### TECHNOLOGY FRAMEWORK

**We use our own productivity toolset based on a combination of industry standard tools and our own applications.**

- Remote Desktop Management - Landesk
- Support Central: In-house developed, web-based system running on ITIL principles, integrating:
  - SD / Trouble ticketing tool – integrating tickets from helpdesk, monitoring and directly from customer
  - Portal access for customer – direct access to own SLAs, tickets, creating and sending e-mail notifications to clients
  - CMDB
  - Case Exchange solutions

#### TECHNOLOGY FRAMEWORK

- Recruitment tool integrated with careers portals and social networks in 8 countries covering talent pool market of more than 100 million population
- Microsoft Dynamics AX allows us to manage our staff effectively
- Our own workforce-management tool set combines both shift coverage planning as well as attendance tracking
- Our dedicated training and testing (Pearson VUE and Prometric) centres will support you with on-premise and e-learning services

## HOW WE MANAGE

With Soitron you're in safe hands. We have invested in many company and team skills, quality, and best practice methodologies and are certified with the following:



- Remote monitoring with Soitron Support Central (SC), an ITIL based tool that covers ticket management and CMDB
- This tool serves as a transparent client access portal and change request system & easily integrates with any existing service desk platform
- Our dedicated team will be fully skilled with the technology platforms to deliver
- Service Delivery is managed and based on industry best practices and in the ITIL methodologies environment with - ITIL, ITSM and Six Sigma certified specialist
- Projects are delivered based on PMI methodology with, PMP, Prince or IPMA certified specialist

## OUR CAPABILITIES

We are a multivendor IT company with the following certificates and partnerships:


HP Professional Computing Specialist
HP Gold Specialist
HP Workstations Specialist

Lenovo Premium Business Partner


IBM Advanced Business Partner

VMware Desktop Virtualisation

LANDesk Expert Solution Provider
LANDesk Silver Certified Partner

- Geographical coverage: Remote helpdesk resources in all standard European languages (English, German, French, Spanish, Italian, Russian).
- Very strong coverage of Central, East European and Balkan languages (Czech, Slovak, Polish, Hungarian, Croatian, Serbian, Romanian, Bulgarian).

## WHY SOITRON

### IT BUDGET OPTIMISATION

Reduce costs by up to 40% - free up internal resource, increase productivity, improve service delivery, reduce downtime and faults.

### NEARSHORE DELIVERY

Operations throughout UK, Czech Republic, Slovakia, Bulgaria, Romania, Turkey, geographical proximity, multilingual capabilities, cultural affinity, similar time zones and shorter traveling times. 5 top ranked delivery locations for offshore outsourcing based on Gartner report 2015.

### FELEXIBILITY & SCALABILITY

Managed services or staff augmentation, ability to ramp up or down, change technology skillset to suit project demands, L1,L2,L3 support, various working time options ie 24x7 services, Soitron or client managed, flexible pricing structures.

### IMPROVED SERVICE

Talented, qualified and experienced resources, highest partner accreditations and specialisations, decades of technical knowhow and service delivery, ITIL, PMP, PRINCE2, SIX SIGMA industry best practices, robust SLA'S & KPI.

### SECURITY

EU delivery operations, ISO 27001, National Safety Board and NATO Security clearance and certifications, political stability, EU Data Security.

## ABOUT SOITRON

Founded in 1991, Soitron is an IT company providing IT solutions and Outsourcing services to our clients across the globe. We are an ITIL, ISO 9001 Quality Management, ISO 27001 Information Security and ISO 20000-1 Service Management certified company, with operations throughout UK, Slovakia, Czech Republic, Romania, Bulgaria and Turkey. We employ over 650 qualified and experienced specialists from our state of the art delivery centres and technical training facilities.

Our comprehensive range of services and solutions cover:

Managed Network Services, Platform Support Services, Managed Desktop Services, Project Management Services, Managed Service Desk, Managed BPO and Staff Augmentation.

We partner with leading technology companies including: Cisco, Microsoft, Oracle, Avaya, IBM and HP to name a few. We are also a Cisco Master Unified Communications accredited company, one of only a few in Europe. Through dedication to customer satisfaction we constantly strive to improve technical excellence in our company and delivery teams, which has been recognised by clients and partners alike.

We aim to become our clients' IT service partner of choice, building relationships on quality, performance and trust. We believe our in-depth knowledge, talented resource, delivery capabilities, technology partnerships and specialisations, allow us to provide clients with the best solution to meet their business requirements, delivered with a first class service. We offer our clients a partner who is large enough to be scalable but small enough to be flexible to meet your project needs and business demands.

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## CLIENTS INCLUDE

