

MANAGED BPO SERVICES

As an addition to our IT Infrastructure services, we help customers precisely plan and control the operational costs of their associated processes.



What We Do

We take care of your asset management, procurement and logistics related to your PCs, servers and routers and switches. Our unique 'Pay per action' delivery model optimises your operational costs, keeping you in control.



How We Deliver

We bring over a decade of IT Infrastructure Outsourcing, delivering a comprehensive solution that combines your procurement, deployment and logistical requirements tailored to fit your business needs.

FLEXIBLE AND SCALABLE MANAGED SERVICES OR STAFF AUGMENTATION

We know that IT departments are under more pressure than ever to improve services, increase productivity and reduce costs. Soitron can help you optimise your processes through our bestshore cost saving delivery locations with options of staff augmentation or managed services - based on a pay-per-action service catalogue.

WE DELIVER AS

Managed services

- We analyse the load of your activities, measure the time-requirements and propose a service catalogue with the prices for the corresponding activities
- Our services will be managed based on robust SLA and KPIs
- We provide a dedicated Service Delivery Manager as an escalation point and single point of contact. Providing weekly/monthly SLA quality reviews, SLA KPI reports, efficiency and improvements.
- Depending on the scale of the project, additional skills may include Teamleader (people management) and Technical Quality Lead (SLA management, spot-checks, ITIL methodology owner)

TECHNOLOGY FRAMEWORK

- MS AX Dynamics: resource planning on multi-national level compliant with standardised processes, while meeting all ISO requirements
- Pay-per-action based service: SLA conditions including services catalogue, implemented in the Support Central tool. Allowing us to monitor the on-going actions providing up-to-date reports together with a dedicated client portal access
- Based on your needs, we tailor each service around your technology framework using additional MS Sharepoint based workflows

Staff augmentation

- We offer you the flexibility to ramp up or down or change technology skillsets as your project requires
- 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

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

DELIVERY LOCATIONS

- We operate in 5 out of 13 leading EMEA locations for offshore outsourcing based on a recent Gartner report
- 4 EU based locations: Czech Republic, Slovakia, Bulgaria and Romania – with very good coverage of European languages
- Slovakia (Bratislava) – premises with information security certification for physical security, own lab, training & testing center, state-of-the-art infrastructure with UC tools including business video
- Bulgaria (Sofia) – own premises, compliant with physical security requirements, state-of-the-art infrastructure with UC tools including business video
- Czech Republic (Prague) – own premises, with information security certification for physical security requirements, state-of-the-art infrastructure with UC tools including business video
- Romania (Bucharest) - own premises, compliant with physical security requirements, state-of-the-art infrastructure with UC tools including business video
- Turkey (Ankara & Istanbul) - own premises, compliant with physical security requirements, state-of-the-art infrastructure with UC tools including business video

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

