

# MANAGED SERVICES IN-A-BOX

## REDUCE COSTS, ENABLE HIGH OPERATIONAL EFFICIENCY USING MANAGED SERVICES IN-A-BOX FOR SMBs

Small and medium businesses (SMBs) need to be singularly focused on business operations and growth and are strong in their domain of business. They are under pressure to keep their IT infrastructure in top condition to take products and services to the market as fast as their larger rivals do. But,

they typically lack the internal skills to manage IT at such a level and to ensure that IT infrastructure evolves with business demand. They need cost-effective managed services to overcome these challenges while keeping investment and management overheads low.

### HOW WE HELP

Our vast industry expertise and extensive experience across platforms, technologies, and geographies enable us to develop customized migration plans aligned with your business goals. Our Datacenter Migration services provide actionable technology asset plans and migration workbooks

(see Figure 1). Leveraging our services-led IT framework, we build modular delivery plans that take the load off your IT team. Our proprietary Datacenter Migration Toolkit and Playbook help map your requirements for a seamless migration.



Figure 1: Microland's Delivery Approach to IT Managed Services

### WHAT YOU CAN EXPECT

Our Managed Services in-a-box deliver the following outcomes:

- Pre-packaged basket of services** to provide multiple options for different service components to suit requirements.
- Easy and fast on-boarding** with a pre-defined, risk-managed HOTS (handover to operations) methodology enabling on-boarding in four to six weeks.

- High service quality** which is benchmarked with G2000 customers serviced by Microland.
- Reduced cost** with a pay-as-you-use pricing model.
- Transparent operations** providing complete visibility of live operations and service performance on a continuous basis

## WHAT SETS US APART

- Proprietary smartCenter IT services management platform with workflows aligned to ITIL V3 best practices and enabling efficient operations
- Proprietary smartCenter Operations Insight Manager (OIM) platform that uses predictive analytics to increase infrastructure availability and performance
- Real-time CXO view of operations including service and technology performance views
- IT process automation platform minimizing, and in most cases, eliminating the need for human intervention for managing transactions to provide a more reliable, predictable and cost-effective service
- Pricing based on each device so that you have predictable, pay-as-you-go costs
- Faster time to maturity, with significant improvements in service quality achieved in the first six months of operations
- Low governance and management costs

For more information, log on to [www.microland.com](http://www.microland.com)

### About Microland

Microland is a leading Hybrid IT Infrastructure Service Provider and a trusted partner to enterprises in their IT-as-a-Service journey. Incorporated in 1989 and headquartered in Bangalore, India, Microland has more than 3,400 professionals across its offices in Europe, Middle East, North America and India. Microland enables global enterprises to become more agile and innovative through a comprehensive portfolio of services that addresses hybrid IT transformation, workspace transformation, service transformation and end-to-end IT infrastructure management.

MICROLAND®