



# iManage

*Inframom Managed Services*

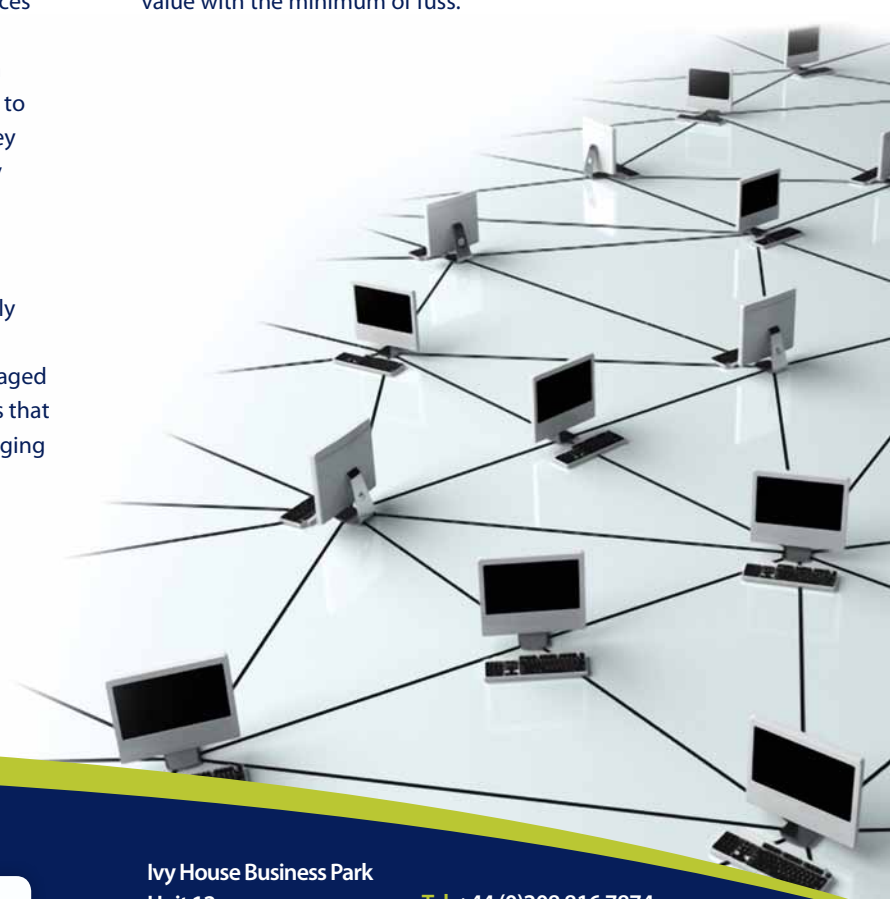
“Inframom Managed Services provides you with turnkey managed System Center solutions from the desktop to the cloud.”

Inframom has developed the iManage service offering in response to an increasing need by our customers to attain the maximum benefits of System Center without the overhead of employing dedicated resources to manage, maintain and support the platform.

By engaging with Inframom to perform these vital services you're ensuring that your System Center deployment is constantly optimized and supported by engineers with deep subject matter expertise. This allows your IT team to become service owners who focus on the delivery of key functions to your organisation without having to worry about day to day maintenance and availability of the management platform.

iManage offers varying levels of commitment and highly tailored packages to suit the individual needs of your organisation, from basic remote support to a fully managed System Center service, we offer a flexible set of options that can be scaled up or scaled down according to the changing needs of your organisation.

Our team of hugely experienced System Center specialists will engage with you to understand your organisations specific requirements and will help craft a solution that exactly meets your needs. Once implemented we will continue to work with your IT team on a daily basis to ensure that the solution continues to deliver maximum value with the minimum of fuss.




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## Services

- Turnkey System Center Solutions
- Remote support options
- Break/Fix
- Advanced customization
- Tuning and health monitoring

## Dynamic on-premise and off-premise Managed System Center Solutions

Building on the System Center Suite of products and in partnership with key System Center ISV's, Inframom offer solutions that extend beyond the Windows platform allowing you to dynamically monitor, manage and protect across physical, virtual and cloud.

### Remote Support and Optimize

(Business Hours/24x7)

Inframom will provide remote support for your environment on a business hour or 24x5 or 24x7 basis. Inframom share joint responsibility for the availability and performance of the platform whilst providing escalation driven support and optimization.

### Remote Support, Optimize and Manage

(Business Hours/24x7)

Inframom will provide remote support for your environment on a business hour or 24x5 or 24x7 basis. Inframom is wholly responsible for the availability and performance of the platform from the application layer level upwards.

### Hosted Support, Optimize and Manage

(Business Hours/24x7)

Inframom will provide a completely hosted solution in our datacenter environment on a business hour or 24x5 or 24x7 basis. Inframom is wholly responsible for all facets of the availability and performance of the platform including the hardware layer.

Our team of hugely experienced System Center specialists will engage with you to understand your organisations specific requirements and will help craft a solution that exactly meets your needs. Once implemented we will work with your IT team on a day to basis to ensure that the solution always delivers maximum value with the minimum of fuss.

