



Managed Services

acoraManage

24/7 infrastructure management service



Enhance your capabilities to deliver a critical platform to your business and enable an environment of innovation and continuous improvement

Challenges

As your business looks to innovate and grow, your IT environment becomes more complex and requires additional skills. As well as implementing new technologies your team is under immense pressure to reduce costs, enhance service and availability and boost efficiencies.

Your solution: acoraManage

Our **acoraManage** package enables you to offload support and management of part or all of your IT infrastructure helping you to improve availability and reduce the risk of downtime. Along with providing day-to-day support of your IT infrastructure, our team of experts will carry out all of the "business as usual" maintenance activities and monitor key components of your infrastructure to ensure maximum uptime using leading industry management systems and tools. This enables you to focus on the needs of your end users and also those IT initiatives that add value to your business.

How it works

On a 24/7/365 basis, our Service Desk and Service Operations team will provide proactive support of your IT infrastructure but are also available to your internal IT team as an escalation point for any issues or problems that may need additional skills to be resolved.



24/7

2 UK-based operation centres



10k

Service tickets processed per month



100+

Service desk professionals



15k+

Users supported globally



The Ultimate Guide to the World's Best MSPs

■ ■ *If you hire experts to do an important job, then you have to be able to trust them to do it. Everyone wants their customers to trust them. We certainly do. And we trust Acora to understand how our business operates, and to help us get the best use from our technology investments to suit our business needs.* **■ ■ ■**

Ian Cowie – Managing Director, Scorpio

	Client internal team	Acora T3 team	Optional out of hours	Optional out of hours	Optional out of hours	Optional out of hours	Optional out of hours	
End users	07:00 to 19:00	■	■	■	■	■	■	
	19:00 to 07:00	■	■	■	■	■	■	
Platform	07:00 to 19:00	■	■	■	■	■	■	
	19:00 to 07:00	■	■	■	■	■	■	
		Mon	Tue	Wed	Thu	Fri	Sat	Sun

Key features

- Full 24/7/365 support and maintenance of all or part of your IT infrastructure platform
- Out-of-hours patching of infrastructure components to help you to reduce risks such as security breaches or downtime
- Deployment and integration of leading industry management tools – to ensure round the clock monitoring of key business applications and services
- Access to the **myAcora** self-service portal for the logging of incidents or requests, along with access to service reports
- Proactive analysis of your capacity and usage which can enable you to plan and size your environment before you have an issue

Key benefits

- Add scale and flexibility to help strengthen and grow your business
- Access to added expertise, tools, automation, best practices and industry-leading processes
- Enhance user experience, improve productivity and reduce downtime
- Fast-track your IT transformation projects as BAU IT is reduced
- Replace variable capital and operating costs with a predictable monthly cost

Utilise our leading-edge systems and tools to monitor and manage your environment, reduce downtime and enhance the reputation of IT in your business



Accreditations

Our services are underpinned by the following standards and accreditations:

ISO Standards achieved:

- ISO 20000-1:2011: demonstrating an integrated approach to delivering managed services
- ISO 27001:2013: the international best practice for an information security management system

- ISO 9001:2008: acknowledging an internationally recognised quality management system
- ISO22301:2012: International standard for business continuity management (BCM)



If you would like to talk to us about any of our services, you can contact us via phone, email or through our website. Our team will be happy to help.



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