

Full service IT support for small to medium-sized enterprises

At *Ops On Demand* we can help your business move forward, find better ways of working and streamline your IT infrastructure. With our tailored, low-cost IT support services, your small or medium-sized enterprise will be able to significantly reduce IT costs compared to traditional service models, while at the same time improve efficiency.

Perfectly balanced

- Full IT support, tailored to and driven by, your business requirements.
- Network configuration and management.
- Automated laptop deployment and maintenance.
- System and software installation and upgrades.
- 24 x 7 IT systems monitoring and support.
- Back-up and recovery of business information.
- Disaster Recovery Planning and Implementation.

Availability, Reliability and Maintainability.

We will support your IT to ensure:

- **Maximum availability and reliability while limiting the need for maintenance (AR&M principles).**
- **Minimum disruption during maintenance.**
- **Back-ups are taken correctly and stored securely.**
- **You have appropriate and executable Disaster Recovery (DR) and Business Continuity Planning (BCP) in place.**

Suitably Qualified and Experience Personnel (SQEP)

The *Ops On Demand* team are SQEP professionals, working for you as:

- Business savvy customer engagement leads.
- DBA/DB engineers / DB architects.
- Network engineers / Network architects / Security professionals.
- Infrastructure and storage engineers / architects
- System administrators.

A Model for Success.

- **Low operational cost—only pay for what you need.**
- **Reduced or no IT infrastructure costs.**
- **Comprehensive Service Level Agreement.**
- **Consolidation and streamlining of existing services to enhance performance and security.**
- **Secure cloud email and document collaboration.**
- **Guaranteed support response times.**
- **Quick and easy migration of existing systems to cloud.**

Cyber security essentials

We will ensure:

- You have a security health check of your IT system.
- Your system security can defend against internet-borne threats.
- Your data is given the correct level of security from non-sensitive to classified.
- Full control of your data.

Why Ops On Demand ?

We offer high performance, secure, cost controlled cloud infrastructure and IT support services that are critical for the success of our customers.

So why *Ops On Demand* ? It's about your business meeting its objectives.