

# m|four



**m|four** is a complete portfolio of service elements that can be applied to any part, or all, of your business

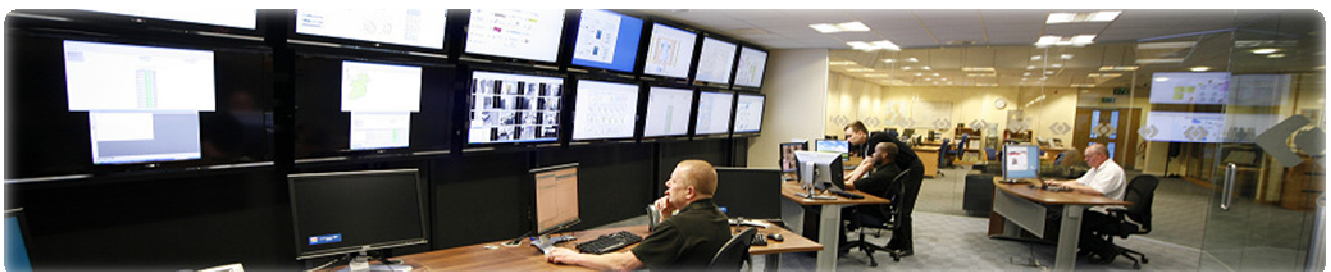
Whether data or voice; fixed or mobile; local, national or international – we can build a service that meets your specific business needs now and for the future based on a suite of standard modules, flexing services as your requirements change to incorporate new areas of IT and communications.

The **m|four** portfolio consists of four components which can be applied to any element of your IT:

- **maintenance**
- **monitoring**
- **management**
- **managed service desk**

As organisations become more reliant on IT appropriate safeguards are needed to protect their investment. Multi-site offices and remote workers present IT managers with a regular influx of new challenges. Imerja's flexible **m|four** services suite provides total peace of mind that our highly skilled networking and security experts are monitoring and protecting your infrastructure around the clock.

Built around pre-determined, defined SLAs, our services are delivered from our own ISO accredited 24x7 operations centres in the north and south of the country. With us supporting your IT in a way that suits your needs, it allows you to focus on the most important thing – your business.



**We see IT from  
your perspective**



### Maintenance & Support

Maintenance and Support is our baseline support service designed to provide fast recovery for unavoidable IT device failures and encompasses the support of both the hardware and software components. Based from our two purpose built operations centres, service desk engineers undertake in-depth incident analysis and fault diagnosis as part of our first line support. For complex operational issues, fully skilled and experienced second and third line technical support is delivered by in-house specialist engineers. Monthly incident reporting is also provided to ensure you are fully informed of all events and resolutions.



### Monitoring

Proactive monitoring of complex IT infrastructures is carried out within our resilient operations centres based in the south and north-west. Underpinned by Imerja's own monitoring solution, **ServiceAlert™**; our service desk engineers are automatically notified of any issues; our ITIL based processes prescribe resulting actions from the diagnosed fault, which are implemented and escalated as defined by each customer process. Incident and problem management, performance monitoring and reporting, configuration monitoring and service reporting are all included within this service offering.



### Management

Our managed service provides you with a high level of assurance on the performance and availability of your IT infrastructure. With our proactive monitoring service able to provide a range of relevant information in real time, our service desk engineers and technical specialists can quickly act on system warnings and alerts to keep your business working, following agreed processes and escalation paths in line with our own ITIL and ISO procedures. With our expert staff managing your IT, the need for time consuming training on new technologies is reduced, as are implementation and maintenance responsibilities, freeing resource to work in other priority areas. If required, Imerja can provide air-gap security, dedicated leased line connectivity and secure VPN access solutions.



### Managed Service Desk

The service desk within our 24x7 operations centres provide s a Single Point of Contact (SPOC) giving you further peace of mind that dedicated support engineers are monitoring and managing your infrastructure directly. Irrespective of whether incidents are proactively monitored or reactively reported, the SPOC will take full ownership of call logging, diagnosis and progressing faults up to point of an agreed solution.



### Cover Hours & Service Level Agreements

Imerja provides a range of standard cover hours and SLA agreements for each of the service components. The modular nature of the **m|four** suite means customers can define the service level they require for each element of their IT infrastructure, and flex the service as necessary on a granular basis as their needs change.

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