

# Advantages of the Amicus ITS Alliance Partner Programme

Managed Services can mean many different things. Some recognize it as a fully outsourced solution while others see it as a way to inject expertise into the day-to-day management of Enterprise ICT.

Managed Services are defined by your customer's requirements.



The Amicus ITS  
24x7 Hybrid Value Model

## Why Use a Managed Service

There are many reasons why organisations consider moving to a Managed Services Model. As the economic climate tightens, excellence in IT is essential to support business agility. Modern working practises, new technologies and an increasing number of users operating in a mobile and dynamic environment increases the pressure on the IT department, its resources and knowledge.

This is where the Amicus ITS Alliance Partner Programme can help you and your customers.

Allowing you to manage elements of your clients' ICT, through the Amicus ITS Hybrid Value Model, enables their IT departments to remain focussed on strategic objectives and new projects, safe in the knowledge that time and resource-intensive tasks are cared for by their trusted ICT Partner.

A number of key business challenges, described below, influences your customer's choice to adopt a Managed Service strategy.

## Working Together

Through its Alliance Partner Programme, Amicus ITS brings together like-minded organizations from within the IT management and outsourcing community, providing a collaborative and non-competitive environment in which Amicus ITS provides extended support services - to enhance each partner's specific skills-set and regional expertise - for delivery across the UK.

## Amicus ITS Quality of Service Pledge

We maintain the highest levels of customer satisfaction through our proven Continual Improvement process which evaluates efficiencies and the effectiveness of our services. Through regular monthly meetings with a member of our Executive Partner Team, together with frequent Account Manager meetings, we can ensure the agreed levels of service are consistently achieved and we drive forward together.

Challenge	Impact on The Business	The Value of Partnership
<b>1.Mobility</b> Greater demand from a modern, mobile workforce.	Increased demand for service levels, adding cost to the business and reducing profitability.	<b>Proactive Remote Management 24x7</b> – to manage any device, anywhere and anytime of the day.
<b>2.Flexibility</b> ICT needs to be accountable and be seen to deliver value.	Traditional ICT departments react to issues and are unable to predict future improvements to systems, leaving the business vulnerable.	<b>Capacity Planning</b> – to provide real time system information enabling informed judgement for future ICT developments.
<b>3.Cost of Delivery</b> Unpredictable ICT Service delivery and costs.	Unpredictable service delivery costs lead to delay or the cancellation of many projects.	<b>Managed Services</b> – for predictable ICT management costs and budget decision support.
<b>4. Aging Technologies.</b> Increased total cost of ownership.	Unproductive systems lead to increased incident management costs, more downtime, less productive IT departments and poor user experience.	<b>Problem Management</b> – for real time management information in problem areas enabling ICT to make controlled system changes.
<b>5. Market Agility</b> The ability to react to new and emerging markets and technologies.	Loss of control or business opportunities. Resulting in reduced profitability.	<b>UK Technical Services Desk</b> – business and IT collaborate towards the Business and organizational strategy.

# The Amicus ITS Difference

Amicus ITS provides the people, processes and technology solutions to keep your business running around the clock and extend your range of services to your customers.

Our secure, true 24x7 managed IT service solutions, along with our innovative and flexible approach to solving business problems, are trusted by corporate clients and the Public Sector alike. Our achievements include:

- A 20 year pedigree in life-critical systems support;
- Providing the NHS with vital managed services to cover 12% of the UK population;
- Helping Central Government maintain nationwide operations to protect food hygiene throughout the UK.

## Executive Partner Team

Steve Jackson, Managing Director  
Bruce Martin, Technical Director  
Chris Gough, Head of IT Managed Service

### Steve Jackson, Managing Director

Steve's credentials in technology span over 25 years across Europe, India and the USA, as co-founder of the company in 1988 he and the team have established Amicus ITS as thought leaders and a force to be reckoned with in providing business critical 'true' 24 x 7 managed services.

### Bruce Martin, Technical Director

With over 10 years experience developing life-critical Managed Services, Bruce's expertise was instrumental in his development and implementation of our India strategy and he continues as the architect for new, innovative, Amicus ITS offshore services.

### Chris Gough, Head of IT Managed Service

Chris has over 20 years of experience in the IT Managed Service industry working for a number of large and small Managed Service providers. For the last 8 years Chris has worked for Amicus ITS helping to develop their Managed Service offering, this has included providing service to commercial, healthcare and Government organisations.

Amicus ITS – part of the Harmoni Group of Companies

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## 10 reasons to choose Amicus ITS as your partner

1. **Established** and **sustainable** company with over 20 years' critical systems support for Public and Private organizations.
2. **Proven Value** IT Managed Service model, combines the best expertise from the UK and India.
3. We understand how to **drive down cost and enhance quality** of service for you as we do for our direct customers.
4. You can be confident that you are dealing with an industry leading provider of services, **proven and tested** to the highest standards for mission and life critical environments.
5. **Accredited** ITIL-aligned service management, certified to ISO 9001; compliance with the NHS Information Governance Statement of Compliance (IGSoC) code of conduct.
6. A service **personalised** to reflect your business, direct from our Support Desk in the UK.
7. Executive Partner Team that are **accessible and directly responsible** for your service provision.
8. **Expertise and Experience** in the leading technologies that drive service innovation.
9. Continual improvement methodology to maintain high levels of **customer satisfaction** throughout the contract.
10. A full and **growing range of service options** to meet your needs now and in the future.

## On-line Resource Centre

Alliance Partners are granted access to a dedicated members' area of the AmicusITS website to register deals and access additional service information to support their Sales activities.



**Amicus ITS**  
24x7 IT solutions by design