



# Managed Services

Understanding individual needs,  
providing tailored support

We offer a range of tailored support services to ensure our clients' IT infrastructure and business systems are securely protected and remain operational. Our approach is to understand your individual needs, and flexibly match the right level of support to meet those needs. As part of our service, we regularly and proactively review your infrastructure and advise on performance and security, to ensure your business systems operate at optimal performance and support your commercial goals.

## IT Managed Assist

For companies who would like to outsource their IT requirements to a trusted partner, Nouveau offers organisations a completely managed IT Support service.

We provide:

- Expert staff who understand and meet your business requirements
- Flexible on-hand additional back-up resource to cover ad hoc projects such as relocation, upgrades and migration

For complete peace of mind and a highly skilled Nouveau team to meet all your day-to-day IT requirements, as well as the ability to manage any arising challenges, a complete managed service is a cost-effective way to ensure that you continuously access the right resources and people, trained to the latest standards, and without the headache of managing holidays, sick leave, training and other unforeseen incidents.

## IT Support Assist

For companies who want flexible support, Nouveau will take the time to understand your requirements, and cost effectively match the right level of support to ensure your organisation performs at optimum levels.

We provide:

- Expert staff who understand your business requirements and complement your staff and resources
- Flexibility to cover ad hoc projects such as relocation, upgrades and migration
- Holiday cover

Our client-centric customer service is backed by a secure personalised customer portal, where you can track support cases, monitor network performance and access all your business documentation, contracts and SLA information.



## Nouveau Support Services

Our experienced support staff ensure that we continually meet your highest expectations. We regularly and proactively review your infrastructure and advise on performance and security. All using intelligent technology, and delivered with integrity, to enable us to provide you with IT support excellence.

Whatever level of support your business requires, we can create a tailored package, without the premium price tag, addressing:

- Your individual IT infrastructure requirements
- Hours to suit your operational needs or 24/7/365 support
- On-premise and/or remote support
- Proactive monitoring of your network
- Weekly or monthly dedicated resource for IT housekeeping
- Data storage & backup
- Business continuity and disaster recovery services

Standard IT Support Services	Managed Assist	Support Assist
Tailored to individual customer's IT requirements	Yes	Yes
Business Hours Support: Mon-Fri 8am-6pm, excluding bank holidays	Yes	Yes
Remote Support	Yes	Yes
On-premise Support	Yes	Yes
Proactive monitoring, reporting and advice on your network performance	Yes	Yes
Personalised customer support portal to both log and track support cases, as well as access all business documentation	Yes	Yes
Premium IT Services (Optional - on request)	Managed Assist	Support Assist
Tailored support hours to meet individual requirements - up to 24 x 7 x 365 Support	Yes	Yes
Weekly or monthly dedicated resource for IT housekeeping	Yes	Yes
Data storage and back-up	Yes	Yes
Business Continuity and Disaster Recovery services	Yes	Yes
Holiday resource back up	Managed by Nouveau	Yes

## Why Choose Nouveau?

Whether your goals are to take advantage of new technology capabilities, simplify network management, safeguard data or reduce operating costs, we can supply all your infrastructure requirements, and support you with:

- Knowledge and Expertise
- Customer-Centric Approach
- IT Support Excellence