

Ascend **MANAGE**

How can you maintain a consistently high service level for your user base, and retain your internal skills and knowledge to maintain control and progress improvements?

Ascend MANAGE is a modular outsourced managed service, customised to integrate 100% with your ICT support teams.

Skills and Coverage twin challenges

Maintaining a support infrastructure requires constantly updated skills, without leaving yourself exposed to one or two “stars” who are sorely missed when ill, on holiday or move to alternative employment. At the same time, user needs are increasing and technology savvy users are constantly battling to introduce newer methods of working, any time, any place and anywhere.

Is there a better way of using your current technologies? Can collaboration be more than email discussions? Are system changes always in-line with compliance and best practice? Must configuration work be scheduled outside business hours to ensure no service downtime? Can budgets stretch to meet this additional consultancy, overtime and support cost?

Ascend MANAGE provides a strong and reliable infrastructure that can be used as a senior referral within your existing infrastructure, looking after specific technologies/ key projects, or completely managing your services as a professional virtual department: all measured against a strict Service Level Agreement and with regular service review and progress improvement meetings.

All our engineers hold the highest level of vendor accreditation for the technologies we manage, and are selected once they have gained a minimum of two years real world experience of maintaining systems. Operating on a 24 x 7 x 365 basis we constantly monitor and proactively manage your IT investments, ensuring that critical work can be carried out to the highest standard anytime, day or night.

Professional oversight

All actions are overseen by experienced senior consultants, providing validation and fine tuning tasks to obtain the maximum benefit for clients. Regular program improvement discussions can be conducted with key personnel to understand business drivers, recommend improvements and optimise the investment and service it provides.

Transparency, Flexibility

Our secure online services portal provides complete transparency for all of our activities. It includes quarterly and customised reports, live feeds, incidents and the responses, made by whom and when.

You can contact Ascend MANAGE via the secure online portal, email or freephone.

The service is available 24x7x365 allowing management and administrators’ real-time visibility, access and reporting at the click of a mouse.

Optionally we can integrate with clients’ existing ticketing systems, and update incident requests without your organisation needing to change internal procedures.

Ascend MANAGE is part of the Ascend services portfolio which includes Ascend ID, Ascend TRAIN, Ascend CONSULT, and Ascend SUPPORT.



Ascend SUPPORT

Support is much more than “we’re looking into it”. Today’s environment demands minimum business impact and the reassurance of knowing root causes and known issues.

More capable more complex.

As technologies become more capable and integrated they also become increasingly complex. Previously, users had one fixed way of reaching corporate resources. Now, access must be provided both flexibly and secure, from trusted and un-trusted endpoints. Due to increased reliance on critical systems, outages, failures and downtime have never had a bigger or detrimental business impact.

Greater capability means more complex system setups. More data and disparate methods of access result in greater risk of data leakage. Faster networks mean more feature rich content but also increased susceptibility to malware infection across corporate networks. Having a partner with the skills and resource to support these evolving challenges has never been more critical.

Ascend SUPPORT provides a professional ITIL V3 framework model to support the most demanding client expectations. Qualified engineers work at resolving your issues with the least possible delay. Firm escalation procedures ensure problem management doesn’t stall waiting for responses. Additional validation of client information means clear and correct answers are given, improving the speed and service clients receive.

All our engineers hold the highest level of vendor accreditation, and are constantly updated regarding new version detail and feature sets. Calls are quickly allocated and the most skilled within the technology area begins work on a resolve immediately. Two work threads begin, to minimise business impact, restore services and simultaneously identify root causes.

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ISO 9001 - A certified quality management system promotes, facilitates and enables consistency and improvements in a process or product.



ISO/IEC 27001 is the only auditable international standard which defines the requirements for an Information Security Management System (ISMS).



acenseo
secure systems integration