



MANAGED SERVICES  
**NEWS**

Autumn 2008

**PASSIONATE**  
**DYNAMIC**  
**FLEXIBLE**  
**INNOVATIVE**

**Contents**

Educate  
Gold  
Survive  
Tailor  
Critical  
Remote

We've moved!



Calyx Managed Services has relocated to new offices in Stevenage, just a couple of minutes from the A1(M).

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## NEW ERA EDUCATE

### Calyx partners with UK's Higher Education Institutions through framework agreement with SUPC.

We know that each university and higher educational establishment requires varying levels of hardware maintenance, so in partnership with all of the higher education purchasing consortia in the UK, we can now provide universities and institutes of higher education across the UK with a wide range of hardware maintenance options which can be precisely tailored to meet their unique objectives - both for today and for the future.

Unlike other university hardware maintenance providers, we recognise that universities are under increasing pressure to provide the same levels of hardware maintenance to their students as they do for their campus hardware infrastructure. We can therefore tailor our hardware maintenance services to include students' PCs and peripherals — not just when they are on campus but during out of term periods — no matter where they are in the UK. And our hardware maintenance services can support not just PCs but laptops, desktops, servers, printers and peripherals. We can even maintain SUN and UNIX kit, allowing universities to place all hardware maintenance contracts with a single provider.

To review your upcoming hardware maintenance requirements, please contact Rob Allen, Business Development Manager, Higher Education Purchasing Consortia Managed Services, on 01438 310 860 or by email at [rob.allen@calyxgroup.com](mailto:rob.allen@calyxgroup.com). You can also check out our dedicated web pages for Higher Education Purchasing Consortia: [http://www.calyxgroup.com/sector\\_education2.asp](http://www.calyxgroup.com/sector_education2.asp)



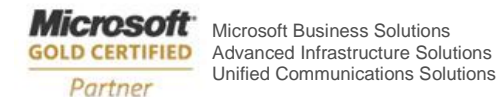
# MICROSOFT GOLD

### Microsoft recognises phenomenal success of Calyx.

Calyx has further enhanced its reputation within the Microsoft community by being elevated to Gold Partner status in two further competencies: Advanced Infrastructure Solutions and Unified Communications Solutions. This award is in addition to the Certified Gold Partner status that had been long held by Calyx in the core competency of Microsoft Business Solutions.

During the recent Microsoft Worldwide Partner Conference 2008, Calyx was named to the Microsoft Dynamics President's Club for the seventh time. This elite club identifies the top 5% of Microsoft Business Solutions partners worldwide and their constant dedication to delivering solutions that meet their customers' unique needs, active pursuit of product and technological advancement, and impressive sales performance. Calyx Software also recently won Microsoft's International Partner of the Year, which further demonstrates its understanding of the Microsoft Dynamics platform.

Calyx's Microsoft Gold Certified Partner status brings numerous benefits to your organisation. As a Microsoft Gold Partner, we now have an even tighter relationship with Microsoft and access to in-depth information and specialised technical and business critical support services, ensuring that your new solutions continue to operate at peak efficiencies and take full advantage of the very latest developments and enhancements. To achieve Microsoft Gold Certified Partner status, organisations must demonstrate the highest level of competence and expertise with Microsoft technologies and have the closest working relationship with Microsoft. To find out more about the hardware, software, network services, professional services and support and managed services that we already deliver to public and private sector organisations of all sizes and in all market sectors, please visit our website: [www.calyxgroup.com](http://www.calyxgroup.com)



# CLIENT UPDATE

## SURVIVE

### Helping the leisure industry get through the recession.

In today's economic climate, the leisure industry needs to become more competitive, retain its existing customers and provide enhanced services to capture new business opportunities, in order to survive.

We can help leisure industry organisations keep their entire IT infrastructure operating 24/7, reduce costs, become more efficient and deliver improved services to their existing and new customers. From front office EPOS to head office back-end systems, we have the experience and expertise that the leisure industry needs. We have also partnered with all of the global industry leaders to bring our clients a diverse portfolio from which we can deliver a unique IT solution specifically tailored to their precise needs.

Using best-of-breed technologies and working closely with our clients, we make certain that solutions remain future-proof, safeguarding IT investments and delivering the services, capabilities and benefits that are demanded — both today and for the future.



## TAILOR

With multiple strategic stock locations and over 250 engineers, Calyx is well placed to provide a national service to RNID, ensuring that if hardware faults cannot be rectified within the SLAs, replacement parts or entire units are provided to guarantee continued operation.

RNID provides a range of services for deaf and hard of hearing people, together with information and support on all aspects of deafness, hearing loss and tinnitus. With over 1,300 employed staff working across the UK, RNID also has many committed volunteers who work with it on a regular basis, as well as over 37,000 members that support its work.

Calyx provides RNID with nationwide hardware maintenance services, tailored to meet RNID's four tier service levels that range from 'Critical' (equipment is repaired and functioning within 4 hours at all times) to Normal (3 hour response and 21 hour resolution). To guarantee that it meets and exceeds RNID's SLAs, Calyx holds regular meetings with RNID and pro-actively monitors the service to ensure that it is in-line with RNID's requirements as they change over time. In addition, Calyx prepares monthly incident and performance reports which are sent electronically to RNID. Calyx also provides RNID with asset disposal services, disposing of and recycling redundant hardware in line with the latest WEEE directives.

With multiple strategic stock locations and over 300 technicians, Calyx is well placed to provide a national service to RNID, ensuring that if hardware faults cannot be rectified within the specified SLAs, replacement parts or entire units can be provided to ensure the continued operation of RNID's infrastructure. "Calyx provides us with the levels of support that we need, irrespective of geographical location," commented RNID. "They continue to demonstrate both technical expertise and a flexibility to meet our requirements as they change. We can leave hardware support to Calyx, freeing up our IT department to concentrate on other core activities."

To find out how your organisation can benefit from our nationwide hardware maintenance services tailored to your precise requirements, call us now on 08448 554 920 or send us an email: [managementservices@calyxgroup.com](mailto:managementservices@calyxgroup.com)

**RNID** •   
Changing the world for deaf  
and hard of hearing people



**Calyx**

# TECHNOLOGY SERVICES

## CRITICAL

**With Calyx as your partner, you can outsource your day-to-day support services and free up IT staff to focus on business critical activities.**

No matter what your business, no matter whether you operate in the public or private sector, you are under pressure to cut costs and deliver improved services. If your annual maintenance and support contract will be up for renewal in the next 3 months, then you need to talk to us.

- Reduce your maintenance and support costs
- Enhance services to in-house and remote staff
- Improve response times and reduce system outage
- Free up IT staff for business critical activities
- Release budgets for infrastructure upgrades
- Deliver the same high levels of support to remote workers and office staff
- Benefit from on-tap access to dedicated, professional and experience IT specialists
- Cut staff hiring, training and retention costs

To find out how selective sourcing of your Help Desk and maintenance & support services will save you time, save you money and bring all of your multi-vendor support contracts under one roof, call us now on 08448 554 920.

## REMOTE

**Maximise your server performance and availability 24 X 7 and free up your valuable IT resources for more strategic activities.**

Server monitoring: it has never been more critical. It's also never been more challenging. So when you turn to Calyx, you get the comprehensive monitoring services you need to ensure that your vital systems deliver optimal performance and availability.

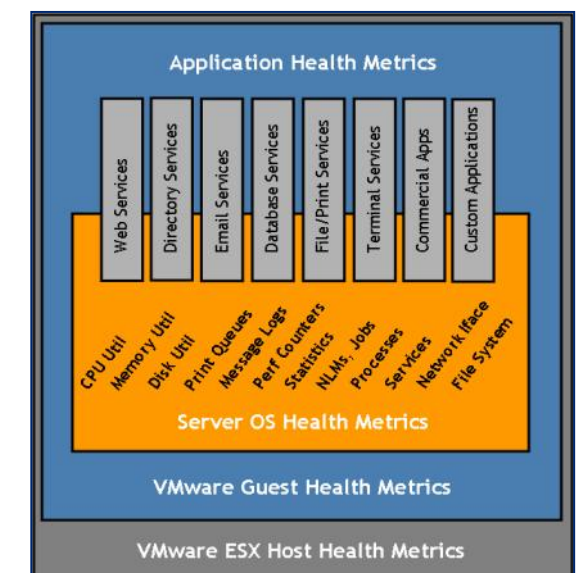
If you've never had server monitoring in place, we can quickly enable those services, so your organisation can ultimately realise higher server availability and performance. If you've already tried outsourcing your server monitoring, you can count on us to deliver the well-defined, flexible services that accommodate your business needs and deliver real insights.

We ensure that your mission critical servers and application services continue to function with optimal performance and reliability. We offer:

- A complete range of monitoring services, from basic server availability monitoring to resource utilisation reporting and service level insights for configured applications.
- Robust reporting and alerting that ensure your administrators stay informed and get the insights they need.
- Fast return on investment, providing expertise, fast setup, and effective service - while minimising any effort or distraction for your organisation.

For more information on remote IT server management, call us on 08448 554 920 or send us an email: [managementservices@calyxgroup.com](mailto:managementservices@calyxgroup.com)

***Calyx offers capabilities for monitoring core server components across a broad range of platforms (including VMware servers) and a wide array of application configurations.***





# QUALITY EXPERIENCE

## MATCHLESS

Organisations of all sizes now recognise that a selective approach to the management, operation and support of their IT infrastructure is a cost-effective alternative to deploying internal resources. With an increased drive towards improved efficiencies and more effective cost-management, companies are focusing management time upon 'core' activities, and are looking to outsource the management, operation and maintenance of their IT infrastructure, as well as the ongoing support of users.

With a comprehensive range of managed services that address the entire IT lifecycle, Calyx Managed Services is recognised as one of the world's leading independent providers of IT infrastructure management, operation and support solutions.

Since its inception, Calyx Managed Services has focused solely upon delivering the expertise, skilled people and facilities to manage, support, service and enhance business and mission critical systems. Today, Calyx Managed Services has developed and honed all-embracing managed services to support the existing and future demands of its clients.

Calyx Managed Services has amassed matchless domain knowledge; hands-on experience of all IT systems, solutions, networks and infrastructures; a unique service culture and a service delivery capability that exceeds 97% of all SLA's across all customer sites.

Calyx Managed Services' worldwide customer base ranges from small enterprises through to major international corporations and includes professional service organisations, public utilities, manufacturers, airports and local and national government.

## EXPERTISE

Calyx is the most successful independent single source provider of end-to-end Information and Communications Technology in the UK and Ireland.

Our sole business is the design, development, implementation and support of IT infrastructures for business of all sizes and in all markets. For over 20 years, we have been helping both public and private sector organisations get the most from their IT with services and solutions that deliver real benefits, improve productivity, reduce costs and free up staff to focus on core business issues.

Today, with a turnover of £100m and over 500 highly qualified technicians, support and sales staff throughout the UK and Ireland, we have the proven expertise and experience to take care of your ICT throughout its entire lifecycle, no matter how simple or complex your requirements.

If you are planning major IT projects, installing entire IT infrastructures, implementing major hardware and software upgrades, looking for on-site or remote helpdesk services, outsourcing the management, monitoring and support of your ICT, or even moving up to IP telephony, we have the resources, the experience and the skills to deliver the customised solution that meets your precise objectives – both for today and as your business develops in response to the changing needs of your customers and staff.

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