



Managed Services: Support Throughout The IT Lifecycle

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

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

The Cost-effective Alternative

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.

End-to-end Managed Services

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

Calyx 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.

For more information please contact the Calyx Group.

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Calyx is a highly sought after partner by technology providers, as well as organisations and businesses of all sizes and from all market sectors.

Consultancy and Integration Services

Our highly trained and experienced consultants are skilled in building a detailed knowledge of your business, identifying trends and conditions that affect your business, as well as recommending technical and business improvements to increase your efficiency.

Whether you're running a handful of PC's or have multinational sites, our integration services cover everything from installation through to complete, ready-to-run systems. We work to IT Infrastructure Library (ITIL) Best Practice guidelines, with specially-developed modular services that can form the building blocks for any project.

Implementation Services

Our implementation services take the headaches out of sourcing, purchasing, pre-configuring, deploying, asset tagging and even disposing of, your entire hardware and IT infrastructure requirements.

Unlike other independent IT sales companies, we pride ourselves on maximising your IT budget: no matter how large or small your requirement, how tight your budget or how unusual your request, we deliver and implement the exact hardware and software solutions that you require, on time and to budget.

Infrastructure Management

We keep your IT infrastructure efficient – and help you reduce costs – with a planned programme of upgrades and enhancements. We can provide system health checks, identify areas for improvement, and ensure that your hardware, software and entire infrastructure is seamlessly upgraded and enhanced through the expansion of existing networks and the provision of extra links.

We also have the expertise to project manage major, multiple-site changes, whilst ensuring minimal disruption to your business.

Remote Monitoring and Management

We provide peace-of-mind by delivering remote infrastructure monitoring on a 24 by 7 basis. The Calyx Management Centre already supports mission critical environments (such as the airline industry and high profile retail organisations) and is staffed by specialist network, server and applications analysts who will monitor your IT availability, no matter where your location, or how many offices you have.

With technology that can build complex self-healing rules for your servers and applications, we can save you vital minutes when you need your systems to perform during critical trading periods.

Service and Support Management

As a leading provider of managed support services, we give you the day-to-day support and maintenance you need, with cutting edge expertise and knowledge.

We provide better quality support by taking the risk out of your service delivery, providing higher availability, regular maintenance and a more efficient infrastructure. We can also drive your costs down.

From forgotten passwords to system alerts via our infrastructure monitoring tools, we deliver over 90% of fixes at service desk level, avoiding the need for escalation, reducing costs and ensuring you have the tools you need to do business.

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