



MICROSERVE



Managed Services

Fully Customizable IT Managed Services

Microserve Managed Services (MMS) are fully customizable for small to mid-size and enterprise-level organizations. Every technology environment is composed of the same core technology components and fundamental needs. We align technical details from a design and configuration perspective across all environments to MMS standards for a predictable result to maximize value from technology.

Benefits of Microserve IT Managed Services

- **Peace of Mind:** with IT managed services so you can focus on your business.
- **Lowered Costs:** for overall technology procurement and operations while ensuring platforms, solutions, and tools are always relevant, consistent and cost-effective.
- **Reduced Calls:** for support through consistency in the technology experience and training resulting in better user productivity.
- **Minimized Risk:** with proactive IT services focused on managing vulnerabilities proactively before they become problems, and ultimately to avoid unexpected surprises.

Our Proactive Approach to Managed IT Services

Our proactive approach is the core of our managed IT services. Every organization needs three things from their technology investment, whether they are a five-person office or a 5000-user environment:

- **Infrastructure:** Infrastructure needs to be provisioned, managed and maintained to keep IT services running smoothly and securely.
- **Support:** Support is critical for your organization's IT to be productive and to avoid downtime. And if things go wrong, it will get resolved in a reasonable timeframe.
- **Technology Strategy:** The foundational component of technology strategy is essential to the continued success of your IT.

ARE YOU READY FOR A DYNAMIC PARTNERSHIP?

Contact Us Today: 1-800-661-7783 ● www.microserve.ca

● Sales: info@microserve.ca
● Support: helpdesk@microserve.ca
● Careers: careers@microserve.ca

The heart of being proactive means building a solid foundation where we discover and understand the importance of each IT application and service provided by your organization and develop a technology strategy to keep up with your business demands. This enables you to better leverage your IT investment and keeps up with demand, while balancing regulatory requirements, auditors, and cybersecurity.

Virtual Chief Information Officer (vCIO) Services

Microserve delivers a comprehensive Managed Services solution that covers not only support, but infrastructure and true IT strategy. We do this through four key delivery areas: Support, Centralized Services, Proactive Network Administration and Virtual CIO (vCIO).

A key differentiator of our offering is our assigned “Virtual CIO” (vCIO) to augment our “team within a team” approach. Aligned with your objectives, your assigned vCIO would be responsible for providing:

- **Long-Term Technology Infrastructure Plan and Technology Standards**
- **Identification of Business Risk:** how does technical misalignment affect the business
- **Technology Budgeting:** to manage client investment in technology
- **Business Relationship:** to understand the business to make the right technology decisions

Why Choose Managed IT Services?

Strategic IT outsourcing can provide reliable management of your technology services to allow you to focus on your core business. These can reduce total costs associated with an in-house IT department, improve the reliability of service levels and prevent harmful downtime with:

- **Server and Network Management:** Outsourcing relieves your staff of the administrative burden of managing your IT infrastructure, transferring your risk with an experienced and talented team. This provides a robust, secure, redundant infrastructure through multiple hardware and software support options and competitive service level agreements aligned to business and IT objectives.
- **Desktop Management & End User Support:** Encompasses the entire desktop lifecycle: asset management, desktop standards management, procurement, planning and forecasting, deployment, staging and asset tagging, onsite support, and software management and asset disposal. Leverage our resources to accommodate your peak workload, provide reliable end-user support, and increase your first-time resolution rate. Your organization also has access to remote and onsite support.
- **Device Engineering / Managed Desktop Services:** Includes Device Engineering / Managed Desktop Services to deliver expertise and utilize industry best practices to optimize the management of the end-user computing environment. These solutions reduce overall costs and break down complexity barriers, provide comprehensive end-to-end automation and service delivery that are affordable and effective with centralized remote management for consistent management throughout the environment.
- **Print & Imaging Management:** Many organizations do not have the time or expertise to divert resources to understand their printing and imaging needs. 90% of companies don't know how many printers they have or their printing costs. Managed services for print enable you to outsource and remove the administrative burden of managing printers, imaging devices and keeping them maintained, and handling emergencies.

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4 Fundamental Pillars for IT Managed Services

The success of any IT Technology partnership is not solely dependent on technology. The foundation of our solution is based on four fundamental pillars for IT managed services:

Successful Service Transition: Microserve uses a mature transition methodology, based on industry best practices. This helps us to continually integrate learning to improve future applications.

Best Value for Cost: Gain access to our team and enterprise-class IT service management methodologies, at a cost-effective and predictable budget to reduce total costs of managing IT and prevent harmful downtime.

Long-term Partnership: We bring a unique perspective to the client relationship as your partner and agent to understand your organizational priorities and challenges to treat them as our own.

Relationship Management & Governance: We view our clients as long-term strategic partners, and not just simply meeting Service Level Agreements (SLA's). We understand our role in IT governance as it relates to alignment with regulatory and industry standards, along with the need to evolve with them.

Why Microserve?

Microserve exists to help organizations across Canada leverage IT to achieve their goals. Our approach to client partnerships is different than your average IT provider. Instead of taking a one-size-fits-all approach, we focus on providing a customizable IT service that is specific to the needs of each client. Our clients have trusted our experience, commitment to excellence, and insight to keep all their technologies running and optimized for the future.

Microserve is headquartered in Burnaby, BC, with offices in Victoria, Calgary, Edmonton and Halifax. Founded in 1987, we support the IT needs of businesses and organizations across industries throughout British Columbia, Alberta and Atlantic Canada, with clients ranging from small to mid-sized operations and enterprise-level organizations. We partner with each of our clients, regardless of size, to provide custom, responsive IT support and solutions that propel our clients toward their goals.

Call 1-800-661-7783 or email info@microserve.ca to talk to an Account Manager.

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