



Managed IT Services

Our ITIL-aligned managed IT services help SMBs and larger organisations break free from the challenges of everyday IT management and achieve digital transformation with integrated modern security.



Reduce the burden of IT management

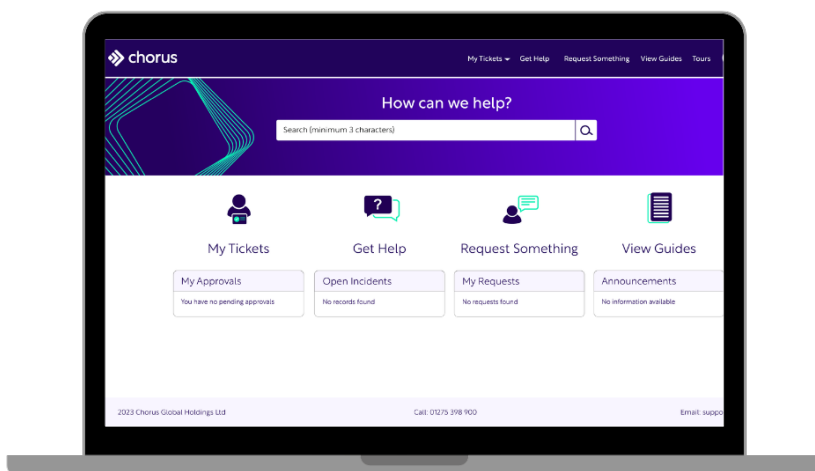
You know how fast technology is changing in business. You want to stay ahead of the curve, but you also have to deal with the daily challenges of running your IT operations. We know how hard it is to find the time and resources to innovate, satisfy your users and meet your business goals.

That's where Chorus comes in.

Our managed IT services

Our next-generation managed IT services take care of your IT needs from end to end, so you can focus on what matters most—your core business. We help you leverage the latest technologies, optimise your processes, and deliver value to your customers.

You'll get a complete IT solution that includes our next-generation service desk and customer portal, powered by ServiceNow® technology.



Why Chorus?

- Microsoft partner
- ITIL 4 alignment
- 24 x 7 x 365 service
- ServiceNow® technology
- Structured onboarding
- Service transformation



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www.chorus.co.uk

Everything you need

Our flexible managed IT services include all the core elements needed to support your IT operations and can be tailored to your unique requirements.

Service Desk

- ✓ 1st, 2nd, 3rd line support
- ✓ SLAs
- ✓ ITSM platform
- ✓ Phone, email, portal, chat
- ✓ Incident management
- ✓ Problem management
- ✓ Service requests
- ✓ On-site support
- ✓ Onboarding & offboarding
- ✓ Third-party resolver group management
- ✓ Service catalogue

End User Compute

- ✓ Device deployment
- ✓ Device support
- ✓ Software & licensing
- ✓ Mobile devices MDM/MAM
- ✓ Anti-virus & anti-malware
- ✓ Multi-factor authentication
- ✓ Web filtering management
- ✓ Networking and internet
- ✓ Remote monitoring, configuration & management
- ✓ Email system management
- ✓ Printers, copiers & scanners

Infrastructure & Cloud

- ✓ Infrastructure management (server and storage)
- ✓ Azure tenant management
- ✓ Azure cloud infrastructure management
- ✓ Remote system monitoring & event management
- ✓ Business continuity, disaster recovery and backup

Procurement

- ✓ Procurement management
- ✓ Warranty and asset inventory management
- ✓ Lifecycle management and hardware units
- ✓ Product catalogue

Network Management

- ✓ Network monitoring
- ✓ 3rd party management
- ✓ Hybrid cloud connectivity
- ✓ VLAN and address space management

Cyber Security (Add-on)

- Managed cyber security (24/7/365):
 - MDR
 - MXDR

IT support, made simple

Our managed services include access to our user-friendly customer portal, built on the ServiceNow platform.

Making an IT request is quick, easy, and on your terms.

- Live chat
- Case management
- Service catalog
- Product catalog
- Knowledge search

Whatever your users need, it's just a few clicks away.

Technologies

You get several optional industry-leading technologies included in your service:

- AvePoint
- Exclaimer
- Patch My PC
- Printix
- ThreatLocker

Always-on service

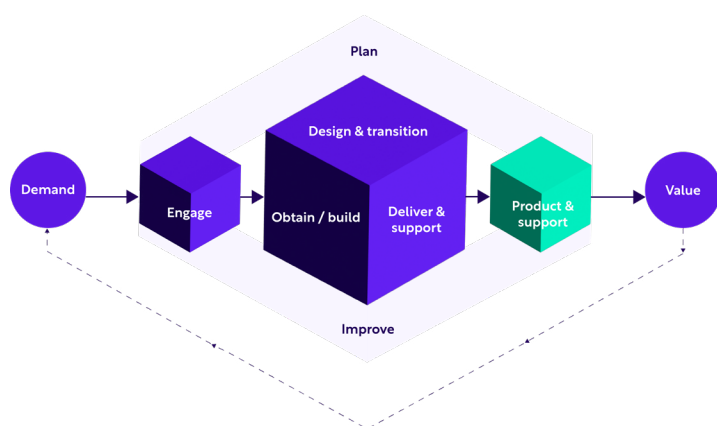
Our services are available on a 24/7/365 basis, giving you around-the-clock support.



Our focus on service quality

Our advanced services align to ITIL 4 standards, and we're committed to the highest levels of service governance.

Your dedicated Service Delivery Manager (SDM) will maintain consistent communication through regular service reviews and reporting, driving continual service improvements, including the implementation of the Service Value Chain, to improve your IT operations and business performance.



How we do it

Our services are underpinned by key service management and governance activities, which are essential for maintaining high-performing IT operations.

It's our priority to maintain clear, consistent communication so that you remain well-informed and satisfied with the service we provide, always seeking to enhance it when there's a chance for improvement.

Service management & governance

- | | |
|---------------------------------|----------------------------------|
| ✔ Service delivery manager | ✔ Reporting |
| ✔ Account manager | ✔ Technology strategy |
| ✔ Continual service improvement | ✔ IT policy review & development |
| ✔ Change management | ✔ Audit & IT health check |
| ✔ Problem management | ✔ Vendor management |
| ✔ Risk management | |

Strategic transformation

We don't just manage your IT services, we help you transform them. We use cutting-edge Microsoft technologies to help you drive new efficiencies in your IT operations, improve the productivity of your users, reduce IT issues, and enable a shift-left approach. Whether it's migrating to the cloud, modernising your devices, automating your processes, or enhancing your security, we have the expertise and experience to guide you through every step of your IT transformation journey.



Chorus feel like an extension of edyn and ensure that day-to-day IT operations run smoothly, which has enabled our teams to focus on longer-term innovations that have supported our growth strategy.

IT Director, edyn



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Our partnerships

Over 120 talented, friendly, and motivated people make us who we are.

We aim to make every aspect of working with us enjoyable, whether it's engaging with our Service Desk, collaborating with your account manager, or strategising with our consultants. We want every experience to be positive, inspiring and engaging.

We're proud to have some of the industry's most talented and personable Microsoft experts at Chorus. But it's the great culture, friendships, and willingness to help others that sets us apart.

We'd love to share this with you as your partner.



Our values

Everything we do is underpinned by our values:

- ❖ **Stay curious:** We embrace change and stay ahead by being inquisitive and continuously seeking new knowledge.
- ❖ **Embrace the future:** We welcome evolution and the exciting changes that come with working in such a fast-paced industry.
- ❖ **Champion the truth:** We always advise with integrity, prioritising what is right for our clients and being honest and open.
- ❖ **Enjoy the journey:** We want to work hard and deliver great results, while ensuring it's an enjoyable journey for staff, clients, and partners.



We're a Microsoft-focused MSP

Chorus is one of the leading Microsoft partners in the UK. We're here to inspire, secure and transform your organisation through the innovative use of Microsoft technology, as well as providing ongoing support through our 24x7x365 Service Desk and Cyber Security Operations Centre (CSOC).



We offer the best of both worlds

We combine the maturity of enterprise-level IT managed services, built on ServiceNow® technology, with the personal and agile service you'd expect from a smaller trusted provider, to give you the best of both worlds.

We invest heavily in our people and culture, as we know that happy employees deliver great service. And as a service-driven organisation, our people are what make us great.

This gives you personalised service, at scale.



Member of
**Microsoft Intelligent
Security Association**



Microsoft Verified
Managed XDR Solution

 **Microsoft**
Solutions Partner
Security

 **Microsoft**
Solutions Partner
Modern Work

 **Microsoft**
Solutions Partner
Digital & App Innovation
Azure

 **Microsoft**
Solutions Partner
Infrastructure
Azure

NEXT STEPS

If you'd like more information about our services and pricing,
please **get in touch** today.



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