



Managed **IT** **Transformation** **Support** service



Use our Managed IT Transformation Support service to help your organisation get maximum value from your IT investments by supporting in transforming and modernising your IT services and technologies.

Having confidence in the next steps in continuing your IT transformation journey is key to maintaining organisational growth and ensuring your workforce and users have the right solutions available to accomplish their tasks. However, with technologies and requirements frequently changing and evolving, taking these next steps can be a challenge for some organisations as they don't always have the resources, skills or time available to develop their transformation strategy, then plan, deploy and manage solutions in support of this.

Phoenix understands these challenges and is why we've developed our Managed IT Transformation Support service, designed to complement and extend the capabilities of your IT team and help your organisation to get maximum value from its IT investments.



Managed IT Transformation Support service

The Phoenix Managed IT Transformation Support service is one of the modules within our Managed IT Support portfolio, and provides access to our teams of experienced Technical Consultants, IT Transformation Specialists, and other specialist delivery teams, enabling customers to undertake strategic and tactical engagements with Phoenix Professional Services that support in transforming and modernising their IT services and technologies.



The benefits of our Managed IT Transformation Support service

Choosing our Managed IT Transformation Support service gives customers access to a range of engagements to meet their requirements including workshops, assessments, audits, chalk and talk sessions, end-user training, consultancy project work, and IT technical support across the portfolio of technologies offered by Phoenix Professional and IT Support Services.



- ✓ Proactive advice to assist with incident resolution
- ✓ Access to strategic planning and transformation planning services
- ✓ Access to Phoenix technical consultants to deliver solutions, projects, and ad-hoc work
- ✓ Access to Phoenix Technical Support services
- ✓ Access to the Phoenix Cloud Team
- ✓ Access to Phoenix security services
- ✓ Access to Phoenix Adoption and Change Management Team
- ✓ Access to Microsoft Cloud Team including, Azure, Office 365, and roadmaps
- ✓ Access to Customer Immersion Experience (CIE) team
- ✓ Infrastructure Solutions and Optimisation Team
- ✓ Access to our EUC Team to assist you to formulate a forward plan for end user working, including remote and flexible working options
- ✓ Use of days for assessments such as Migration of Services to Azure or VMware Cloud on AWS
- ✓ Detailed health checks of supported services
- ✓ Ability to purchase (top-up) additional days
- ✓ Quarterly reviews on calls, trends, and agreement usage



Supporting our customer in every sector

Phoenix has been supporting both public and private sector organisations for over 30 years and understands the unique requirements for each sector.

- Healthcare
- Education
- Charities and non-profits
- Housing
- Private sector
- Bluelight
- Local and regional government
- Central government

Why partner with Phoenix?

Get support for your organisation from the specialists.

With a team of over 60 in-house IT Support Specialists and Technical Consultants, we have extensive knowledge and understanding of what our customers require and are available to advise, guide, plan, implement, and manage when you need it.

We regularly contact our managed service customers for feedback and in 2023 we achieved the following results across our entire managed service offerings:

99.7%

service level agreement (SLA) achieved

98%

good feedback from our customers

248,282

tickets completed

Extend your support with Phoenix

Our Managed IT Support services are built to scale seamlessly, be highly responsive, and seamlessly integrate with your existing IT team. By combining various managed services, we can assist you comprehensively, offering support from a proactive, transformative, and monitoring and alerting standpoint.



Managed Reactive IT Support

Our Managed Reactive IT Support service acts as an extension to your in-house IT team and will provide them with the help they need with problems that require extra assistance.

Designed to meet all requirements and budgets, our Managed Reactive IT Support is readily available for customers of all circumstances, whether that's on an occasional basis or for 24/7 support coverage.

Discover the service now →



Managed IT Monitoring and Alerting Support

Get improved insights of what's happening within your on-premises or cloud infrastructure and 24/7 external support to deal with issues as they happen.

Our Managed IT Monitoring and Alerting service gives you sight of your IT estate and peace of mind that technical specialists are always available to help.

Discover the service now →

Get started with Managed IT Transformation Support

Speak with one of our IT Support Specialists and discover how our Managed IT Transformation Support helps organisations to move forward and achieve their business goals.

Get in touch now

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