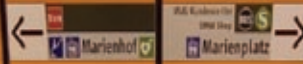


Dynamic Services



Transforming IT Support

Discover how to drive down IT support costs without compromising quality of service



The Challenge

In today's distributed IT environments, there are a number of challenges that are making it increasingly difficult for IT to deliver high quality services in a consistent and cost effective manner.



a&o systems helps customers with the provision of on-site and remote services resource that address these challenges and guarantee operational control, maximum uptime and an efficient IT service.

"It really has been fantastic to have all our IT requirements managed by such a competent team; the transition was seamless and we are all very happy with the service provided by a&o."

ICT Services
Cheshire West and Chester

Faced with maintaining the focus on core operations, many organisations do not have the depth and flexibility of IT resources or the knowledge of operational processes to deliver support services in a timely, cost efficient manner to effectively resolve issues across distributed client environments.

Such environments are also diverse with infrastructure in various stages of lifecycle. With different support contracts in place across the estate, this causes confusion in warranty expiration and renewal management.

The result is a loss of control of computing assets, additional costs incurred to the business, productivity levels compromised and an inability to manage and accurately forecast service support costs.

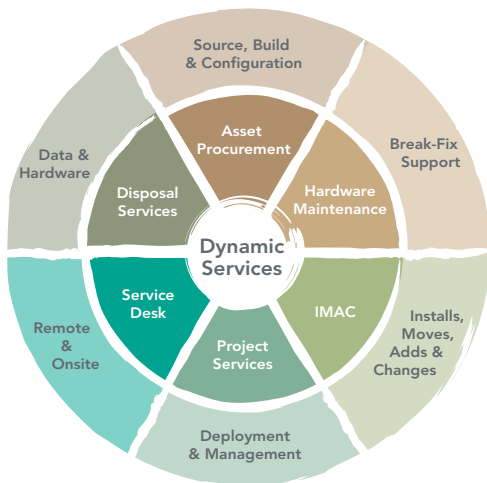
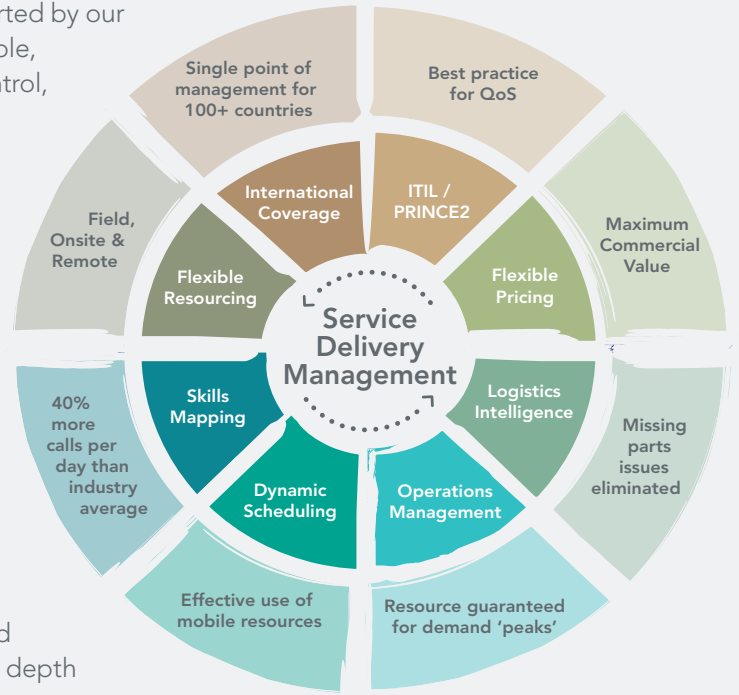
Outsourcing IT support services with a&o systems can drive real cost and operational efficiencies in the distributed environment. Dynamic Services is our innovative portfolio of industry leading services which, in combination with our robust process and proven service methodologies, enable us to significantly reduce IT support costs and guarantee quality of service delivery for the desktop and deskside workspace.

DYNAMIC SERVICES – SETTING THE INDUSTRY STANDARD

a&o systems provides market leading IT support services that are transforming the way services are delivered. In the strive for continuous improvement, we have invested heavily in cutting-edge technology supported by our own unique implementation methods to deliver highly reliable, automated processes that provide the greatest levels of control, communication and customer satisfaction in the market.

These include **Dynamic Scheduling** that enables the real-time matching and communication of appropriately skilled mobile resources with customer requirements to maximise efficiency and cost savings; **Intelligent Logistics**, a flexible model that facilitates faster and more effective replacement parts to site shipment with over 400 strategic collection points and **Flexible Resourcing**, on-site, off-site and remote support which can be tailored to match customers' precise IT service requirements.

With 300+ engineers in the UK with a variety of skill-sets and hardware support services 24x7x365, we provide substantial depth and breadth of skilled IT resource 'on-demand'.



Dynamic Services Portfolio

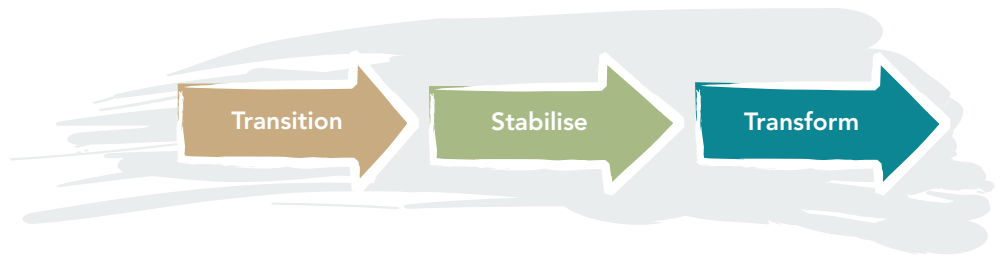
The portfolio of Dynamic Services covers Asset Procurement, Hardware Maintenance, IMAC (Installs, Moves, Adds & Changes), Project Services, Service Desk, Disposal Services and is designed to enhance and expand customers' own capabilities, providing key foundation services which allows them to focus on more strategic projects.

Customer Engagement

Customers including HP, Fujitsu, Department for Work and Pensions and adidas value the consultative approach we take to the provision and management of support services. By working closely with our customers to understand their challenges and objectives we can provide trusted advice and recommend a solution that accurately fits their requirements.

"We've been consistently impressed with the services a&o has provided for us. Its consultants have always been knowledgeable, helpful and on hand to deal with our day-to-day and long term IT issues."

Electra Partners



Our initial objective is to transition the customer's environment, stabilise the service and then progress to transforming their distributed IT in the search for continuous improvement and efficiency gains.

Benefits of Dynamic Services

The deployment of Dynamic Services brings a host of benefits to customers:

- > IT services are commoditised therefore enabling organisations to free-up resource to dedicate to more critical strategic projects
- > Provision of predictive costs of service and accurate fiscal planning and management
- > Increased user productivity through quicker resolution of support issues
- > IT can commit to higher SLA performance to internal customers
- > Improved perception of IT and contribution to business
- > Address the challenges created by distributed remote environments

International Coverage

At a&o systems we also offer an extensive services coverage in more than 100 countries worldwide enabling our customers' most demanding support requirements to be satisfied.

Available through one central contract, our capabilities enable customers to avoid poor or limited support and the high cost premiums for services contracted locally and in addition, ensures all their employees feel inclusive to the organisation.

Experience

We have been successfully delivering IT support services to our customers for over 40 years. With a far reaching and comprehensive services portfolio we help organisations drive maximum operational efficiencies across the distributed IT landscape.

a&o systems was one of the the first companies in the UK to achieve PAS99 and our employees are accredited to the highest level of industry recognised standards including PRINCE2 and ITIL, ensuring our customers are guaranteed exemplary levels of service.

Discovery Workshop

a&o systems is running a series of customer workshops to further discuss how Dynamic Services can drive key benefits across the distributed IT landscape.

For more information please email: dynamicservices@aogroup.co.uk



About a&o systems

a&o systems provides IT infrastructure and services that support our customers' need for greater operational efficiencies, reduced costs and increased business productivity.

We help Commercial and Public Sector organisations design and implement effective and flexible IT strategies for data centre, desktop and network environments that drive competitive advantage.

Through our specialist technology offerings of Dynamic Services, Network Optimisation and Workspace Productivity, we provide a wide and comprehensive portfolio of products and services that are backed by leading technology vendors.

With a wealth of skills and experience and driven by customer satisfaction, a&o systems has a flexible and consultative approach that enables organisations to achieve their IT objectives and secure maximum business advantage.

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