

Managed Services

Services Catalogue





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Logicalis Managed Services Overview

Managed Services

Logicalis South Africa offers 24/7 Technical Support (OOH support teams covering all Technologies) within an ITIL Framework adoption and delivery model.

We make use of group CSP which allows for ease of collaboration and integration (such as LogicMonitor and ServiceNow). A full breakdown of our supported product library is available. Additional product support can be provided depending on the opportunity and skills availability.

Professional Services

We specialise in both project delivery and project implementation. Our highly skilled and qualified engineers have vast experience in delivering projects across a broad spectrum of technology areas and industries.

Maintenance Services

We provide reactive support services for a client's infrastructure on behalf of the vendor, delivered by qualified and experienced technical engineers backed by agreed vendor escalation.



Incident Management Services



Managed Service Desk

Service overview



- Single point of contact for end-users.
- Telephony, email, and self-service ticket management.
- Service restoration by means of First Contact Resolution or Senior Team Escalation.
- Incident management in accordance with SLA.
- Identify reoccurring issues and escalate to the relevant IT Service to mitigate.
- Liaison with software and hardware support providers.
- Hardware replacement management and product returns.
- ISO27001, ISO20001, ISO90001 and GDPR compliant.

Our dedicated professionals are driven by the Information Technology Infrastructure Library (ITIL) methodology for optimal performance.

Benefits of a managed service desk

- Save up resources for use on other projects.
- Reduce unplanned outages.
- Access a mature implementation of the ITIL framework.
- Benefit from a team of qualified and knowledgeable engineers
- Standardise IT processes.
- Faster Response and resolution Times (SLAs).
- Improved Vendor Management and Engagement experience.



End-to-end Incident Management

Service overview



- Governance of all incidents and requests throughout their lifecycle within the ITSM tool.
- Incident management in accordance with SLA.
- Advice on managing client expectations and updates throughout the Incident and Request management lifecycle.
- Liaison with resolver teams by means of performing functional and hierarchical escalation when required.
- ISO27001 and ISO20001 compliant.

E2E incident managers deliver this service with a focus around Jeopardy, Breach, Bounce and Age Profile Management.

Benefits of end-to-end incident management

- SLA and OLA real-time monitoring.
- Faster response and resolution times (SLAs).
- Maximise the benefit of having a holistic overview of all resolver teams.



Major Incident Management

Service overview



The Major Incident Management process effectively manages the lifecycle of the Major Incident and aims to restore IT services as quickly and effectively as possible with minimal disruptions.

The process includes feedback, communications, escalation management, and reporting with regard to Major Incidents, all handled by our expert Major Incident Management team.

Dedicated Major Incident Managers are uniquely focused on resolving incidents quickly and effectively.

Benefits of major incident management

- Addresses critical incidents that require a response above and beyond that provided by the normal Incident process.
- Single point of contact for all Major incidents.
- Provide regular updates throughout the lifecycle of the Major Incident.
- Post Incident reporting.
- ISO20001, ISO27001, ISO9001 and GDPR compliant.

A photograph of a desktop computer workstation on a desk. The setup includes a large monitor, a keyboard, and a mouse. In the background, there is a telephone and a window with vertical blinds. The entire image has a light blue tint.

Desktop Services



Managed Desktop

Service overview



- Tiered services provide support based on your desktop needs and budget.
- Secure remote sessions that provide real-time support.
- Scale your existing IT capacity without having to invest in additional resources and staff.
- OS Security Patch Management to prevent desktop crashes and keep systems up to date.
- Anti-virus management to keep licenses up to date and daily console checks to spot signature update failures.

Desktop management services free up a lot of time and save costs on staff to manage desktop applications and support.





Modern Desktop-as-a-Service

Service overview



Logicalis DaaS (Desktop-as-a-Service) combines hardware, software, lifecycle services, and financing into a single solution that provides a predictable price per seat per month.

- Simplifies desktop management.
- Easy management of applications and mobile devices.
- Office 365, Windows, security, and workspace combined.
- Remote access to desktops with secure critical data storage.
- Faster and more reliable disaster recovery.

Accessibility, reliability, productivity and lower costs with DaaS.



A 3D puzzle with one red piece missing, symbolizing change and problem management. The puzzle pieces are arranged in a grid pattern, with the red piece being the central focus. The background is a light blue-grey color.

Change & Problem

Management Services



Change Management

Service overview



A Change is the addition, modification, or removal of anything that could have a direct or indirect effect on IT services.

The Change Management process manages the lifecycle of all changes, enabling beneficial changes to be made with minimum disruption to IT services.

Benefits of change management

- Increased visibility and communication of IT changes.
- The facilitation of change activity approval.
- Improved service availability and reduced downtime.
- Reduce financial and business costs in implementing change.
- Improved alignment of IT services to business needs.
- A clear audit trail of modifications to the IT infrastructure and its Configuration Items.
- Standardisation of repeated low risk and low impact Changes.
- ISO20001, ISO27001, ISO9001, and GDPR compliant.



Proactive Problem Management

Service overview



Proactive Problem Management aims to identify and solve underlying issues on the IT infrastructure before major customer impact is experienced. It is driven as part of Continual Service Improvement.

This is achieved through Incident trending as well as input from technical resources. We use industry-leading tools to track and manage Problem records.

Benefits of proactive problem management

- Mitigates potential service impact by addressing issues before they cause major service disruptions.
- Dedicated Problem Coordinators focused on key issues
- Benefit from a Known Error Database (KEDB) which assists in the identification and diagnosis of future issues and records possible workarounds.
- Analysis of Alerts to investigate issues before incidents are raised.
- ISO20001, ISO27001, ISO9001, and GDPR compliant.



Reactive Problem Management

Service overview



Reactive problem management focuses on identifying the root causes and solutions to Major incidents.

Problem investigations focus on minimising disruption and preventing further damage and vulnerabilities.

This approach also makes use of a Known Error Database (KEDB) to assist in identifying and diagnosing future issues.

Benefits of reactive problem management

- Effective and targeted responses to Major incidents.
- Addresses root causes of Major outages and prevents them from reoccurring.
- Ensures effective workarounds are in place while a root causes investigation takes place.
- Monitoring of solutions to validate their effectiveness.
- Root Cause Analysis documents containing detailed information relating to the investigation and remedial actions.
- ISO20001, ISO27001, ISO9001 and GDPR compliant.



Infrastructure

Management Services



Availability Management

Service overview



Availability management services ensure that a client's IT infrastructure and equipment are available and capable of meeting client and employee needs when required.

Logicalis creates and maintains an Availability Plan which takes into account the current and future needs of a client's business.

We also ensure that the availability levels meet the designated targets or exceed them. All changes are constantly checked against the Availability Plan and we proactively make improvements where required.

Benefits of availability management

- Know that your IT equipment and services are ready to meet their targets.
- Minimises the impact of unavailability.
- Creates a single point of accountability for availability.
- IT availability requirements can be used to design the business' IT services.
- Shortfalls in availability become easier to spot.
- IT services failures and their duration are reduced.



Capacity Management

Service overview



Logicalis' Capacity Management services ensure that clients' IT systems have the capacity to meet current and future business needs cost effectively.

- We identify current capacity and forecast future requirements.
- Monthly reporting on supported systems' performance.
- Capacity is optimised to improve performance.
- Logicalis assists with the diagnosis and resolution of capacity and performance related incidents. We assess the impact of all changes on capacity and performance.

Benefits of capacity management

- Reduce capacity related outages.
- Reduced software costs.
- Access to historical data for trend analysis.
- Reduce or defer capital expenditures.
- Deploy applications on time by reserving IT resources for new applications as required.
- Faster deployment time for new applications.
- Centralised view of IT resources and where they're used.
- Reporting of costs of IT resources per business unit.



Release & Deployment Services

Service overview



Logicalis Release and Deployment services focus on planning, testing, and releasing new software and hardware components while maintaining the integrity of clients' live environment.

By making use of ITIL functions and best practices, we manage the End-2-End delivery of the release and deployment management service.

Our team is well-trained in release and deployment and is highly competent in a wide range of vendor offerings.

Implement new services and technologies without endangering your live environment.





Product Lifecycle Management

Service overview



The Logicalis Product Lifecycle & Vulnerability management service aims to detect security threats and monitor the status of your IT infrastructure and products.

We assign specialist product lifecycle and vulnerability managers who manage vulnerabilities and engage relevant technical resources.

This service also ensures the security of your networked devices, operating systems and 3rd party applications.

Benefits of product lifecycle management

- Prioritise and coordinate actions based on business impact.
- Keep applications, services, and systems up to date to avoid vulnerabilities.
- Improve security for your connected devices and systems.



Event Management Services

Service overview



Logicalis Event Management services ensure that changes in the state of a client's IT infrastructure are monitored and controlled.

We provide an entry point for the execution of many service operation processes and compare actual operating performance against design standards and SLAs.

This service allows for normal operations and detects and escalates exception conditions.

Benefits of event management

- Automated correlation of events allows for easy identification.
- Scale and secure real time monitoring activities.
- Resolve events quickly and effectively.
- Free up IT staff to focus on strategic projects.

A photograph of a server room with rows of server racks. The racks are filled with server hardware, and the room is well-lit with overhead lighting. The perspective is from a low angle, looking down the aisle between the racks.

Managed Data & Systems Services



Managed Server

Service overview



Logicalis' server management services make it easier for clients to get the best server solution amongst the choice of operating system and hardware providers.

Combined with our expertise in incident management, change management, and licensing; our managed server service provides responsive, secure, and available server operations.

We administer all software and hardware licenses which frees up time for clients' IT teams to focus on core business objectives.

Benefits of server management

- Scalable and secure solutions with real time monitoring.
- Resolve server vulnerabilities quickly and securely.
- Reduce unplanned server outages.
- Benefit from an expert team of engineers and server specialists.
- Improve the vendor management experience.
- Get access to strategic vendor support.



Managed Enterprise Systems

Service overview



Managed enterprise systems allow larger organisations to monitor and manage multiple business software needs in real time.

Our managed enterprise systems team is certified and qualified to provide a full range of services, including:

- Scaling and securing enterprise systems.
- Vendor management for licensing and software.
- Managed change control.
- Incident management.
- Service review meetings and reporting.
- Advice on potential technology upgrades.
- Regulatory compliance and governance.

Achieve complex business software outcomes with a trusted managed services provider.



Managed Backup & Recovery

Service overview



Data backups and recovery are essential to uninterrupted operations and data availability & security.

Our managed backup & recovery services include:

- Fully automated endpoint data protection. Backup runs in real time.
- Scalable and secure backup solutions.
- Vendor hardware and software management.
- Administration of software and hardware licenses.
- Speedy data recovery and incident management.

Our data backup and recovery solutions are ISO37001, ISO30002, ISO9001 certified and GDPR & POPIA compliant.





Managed Storage

Service overview



Logicalis StaaS (Storage-as-a-Service) solutions offer managed data storage services across onsite, hybrid, and cloud storage technologies.

Through our multi-vendor partnerships, we ensure that your data is always accessible, secure and complies with data governance regulations.

Logicalis data management teams are certified and trained in storage hardware and relevant methodologies.

Benefits of managed data storage

- Avoid expensive capital investments in storage hardware.
- Have secure and compliant data through our best practices approach.
- Get expert advice on potential hardware, firmware and software technology upgrades.
- Easily retrieve and store relevant data while eliminating junk data being added to storage.
- Keep licenses up to date through our administered service.



Managed Networks & Communications Services



Managed Network

Service overview



Logicalis' managed network service provides clients with access to a range of network providers and technologies. We ensure constant connectivity while maintaining secure and scalable networks.

We monitor connectivity incidents and provide real-time feedback on resolutions.

Logicalis also keeps your licensing up to date and can make expert recommendations on potential network technology upgrades.

Benefits of managed networks

- Reduce downtime through expert management & monitoring.
- Access the latest network technologies to ensure high-speed, low-cost connectivity.
- Rapid incident and connectivity issue resolution.
- Guard networks with best-in-practice firewall and network monitoring software.
- Easier vendor management experience.
- Lower capital expenditure and predictable expenses.



Managed Unified Communications

Service overview



With a large certified communications team, Logicalis is able to manage your communications system and integrate its function into all other areas of the business.

We have specialisation in inbound, outbound, and omnichannel solutions for both SME and enterprise businesses.

Logicalis provides full management, monitoring and reporting of your unified communications infrastructure.

Our unified communications technologies

FreePBX
Asterisk PBX
Logi-CALL
LSAVoice
VOIP Platforms
Enswitch
Wallboard Service

Voice Messaging
Queuemetrics
VICdial
Xcally Motion
Teams Direct Routing
Teams Rooms
Robodialer



Managed Virtualisation & Cloud

Service overview



Logicalis' cloud and virtualisation services give businesses access to digital transformation and cloud technology solutions.

Our cloud solutions extend across desktop, workplace management, data management & storage, security, and connectivity.

We provide management and support for cloud provider environments such as Azure, AWS, and VMware.

Benefits of managed cloud solutions

- Reduce risks and costs associated with on-premises hardware.
- Free up IT staff to focus on strategic objectives instead of routine functions.
- 24/7 availability and security.
- Easily scaled based on your business needs.
- Access the latest technology and software via the cloud.



Professional Support Services



Maintenance Services



Logicalis provides reactive maintenance support services on behalf of technology vendors. Our maintenance services are delivered by a qualified and experienced technical team backed fully by vendors.

Clients can then rely on Logicalis to meet all maintenance needs and requirements, without having to deal directly with vendors.

Logicalis maintenance services overview

Support:

- 24/7 Technical support (OOH support teams).
- 1st, 2nd and 3rd line support.

Technology:

- Storage
- Networking

General:

- Equipment repairs, replacements and upgrades.
- Certified technicians and on-site engineers.



Professional Services



Logicalis offers a range of professional services, including:

- IT project management services.
- Cloud solution design.
- Data centre design.
- Infrastructure implementation.
- Lifecycle services.
- IT asset management.
- Workload/app migration.

Having the right IT services partner can save significant IT budget and free up resources.

Logicalis IT project management overview

- Centralised project monitoring and coordination.
- Regular feedback sessions on project progress.
- Strict balance of cost vs quality maintained throughout.
- Monitored and controlled RAID logs (Risks, Actions, Issues and Dependencies).
- Highly qualified IT project teams who are able to design, implement and monitor solutions.

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