



Our customers' Modern Workplace is our passion. They demand a customer experience providing device choice, matched with specific productivity and security applications that can be technically, commercially and priority managed.

## Welcome to e-volve Managed Services

## SERVICE DESK OPERATIONS

- **Help Desk support – Level 1 – 2**  
Get prompt resolutions and exceptional help desk management with e-volve 24x7x365 technical support. We offer unlimited endpoints and users, and access to the Smartdesk portal & app.
- **Service Desk management – Level 1 – 4**  
Skilled Service Desk agents act as a single point of contact for recording, managing and incident resolution.
- **Service Delivery**  
Service Desk Managers monitoring agreed commercials and Service Level Agreements (SLA).
- **Third-Party Vendor management**  
Service desk remains the single point of contact for all incident resolution processes across customer defined third-party service providers.

## MANAGED APPLICATIONS

- **Active Directory management**  
Administer Active Directory environment to provide a powerful, single point of administration for all shared resources on a network.
- **Application Distribution – SCCM**  
Manage software distribution in accordance with defined SOE methods and standards.
- **Citrix ADC services**  
Maximise internal resources, with a fully managed tailored Citrix ADC as a Service.
- **Email administration**  
Administer high availability, security and support for business critical email services.
- **File Services management**  
Administer, manage, secure and support file services.
- **Office 365**  
Administer, manage and support your Microsoft Office 365, including support for Exchange Online, SharePoint and Teams, reducing the complexity of managing Office 365

## MANAGED SERVICES – INFRASTRUCTURE

- **Archive management**  
Manage email and file archiving in accordance with requested security specifications.
- **Backup management**  
Monitor, execute and manage backup processes on all supported servers.
- **Server management**  
Configure, manage and support hybrid operating environments.
- **Storage management**  
Configure, manage and support centralised or distributed storage devices.

- **Printer queue management**  
Administer, manage and improve print queue traffic.
- **Proxy server management**  
Manage monitor, secure and support proxy servers.
- **SharePoint services**  
Expert design, configure and management of Microsoft SharePoint.
- **Threat Protection & Antivirus management**  
Proactive design, configuration, management, support of anti-virus and threat protection.
- **Windows 10**  
Proactive dashboard view and recommendation service includes firmware and device driver management, device health management, and compatibility.

## THE E-VOLVE WAY

Benefit from one contract, simple reporting, a dedicated account manager and 24/7 customer service. Our comprehensive IT services will keep your IT running smoothly, your employees will be more efficient, and we will free up time for you to concentrate on what you do best. The e-volve way is a roadmap to profitability and growth.



## MULTI-CLOUD HOSTED SERVICES

### Data Protection as a Service, Azure and Analytics

Keep your business online with DPaaS, available in the following variants:

#### Backup as a Service

Both Standard or Advanced (dual location). Standard backups are retained for 30 days, but this can be customised.

#### Archive as a Service

Long term retention of data in an encrypted state is held in cloud object storage repositories in a public or private cloud.

### Desktop as a Service (DaaS)

DaaS provides cloud-based virtual desktops consisting of virtualised compute, storage and networking services.

### Security as a Service - Standard

Virtualized deployment of a next-generation security firewall to private and public.

## MANAGED SERVICES END-USER EQUIPMENT

### Desktop as a service

DaaS provided physical device provision, associated support services as an operational expenditure.

### End-User device support

End-user support for PC, laptop and printing environments.

### SOE (Standard Operating Environment) management

Test and certify defined hardware, peripherals and software configurations, maintaining compatibility and operability within a SOE.

## TALK TO US ABOUT GETTING STARTED

e-volve was founded on people, process, and procurement. Our strategic sourcing, procurement, and IT experience has led to us developing our world-leading