

Fact Sheet

Managed Business Services

The next generation in managed services

Unlike traditional managed service providers, Klikon Solutions provides remote management of mission-critical services from a business perspective: managing infrastructure, networking and security technology to meet your real business needs.

Klikon Solutions' Managed Business Services extend beyond the traditional provision of metrics and narrow technological focus. Klikon integrates the technologies, resources and processes that make up the services your business relies upon: from email and internet connectivity to sophisticated enterprise management systems.

We don't just work with technology. We work with our clients to ensure that business services are always available and always cost-effective, and risks are managed in real business terms.

Business Services are a collection of technologies and resources that make up a service that the business uses, such as email.

Through the Klikon Network Operations Centre, CA Spectrum Infrastructure Manager and CA eHealth Performance Manager solutions help us to monitor and model the interrelationships between each technical component to guarantee that your business services are always available and performing at their peak.

Reporting, faults and recommendations are analysed and presented not as technical issues but in terms of their impact on business value.



Real business value

When it comes to creating business value, we honour our commitment to you.

Our own business model is as innovative as the business services we deliver. Our unique and flexible system of tailored contracts enables us to provide Managed Business Services at their most cost effective, giving you the peace of mind that you are not paying for something you are not using.

Klikon tailors its service provision to the tasks your business really needs – ensuring your management costs are minimised and that nothing is left to chance.

For each client, we develop a Management Matrix to identify each task required to manage each business service. Your in house skills are factored into the matrix so your existing investment is leveraged, and third party services can also be integrated. As your business expands and evolves, our flexible approach adjusts our offering to reflect your changing requirements.

We're measured by service

Klikon Solutions aligns with ITIL world standards for best practice in IT service delivery – ensuring each one of our clients receives the best possible service.

Because our clients maximise the return on their investment by extending their in house capabilities with our expertise, proven processes and best-of-breed tools, many have stayed with us since we began over a decade ago.

Contact Klikon Solutions today on 02 9561 3131 to learn how Managed Business Services can deliver real business value.

Business benefits

Your business benefits from Klikon's transparent, proactive management with:

- » reduced down time
- » fast resolution of problems
- » multi-vendor support
- » complete visibility
- » accurate capacity planning
- » maximised performance and availability
- » single view of a business service
- » leveraging in house skills
- » focus on business innovation
- » increased return on investment
- » happier end users.