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Second Service Overview

IT Zone is a strategic support provider specialising in end to end IT services across the UK and Ireland. All our services are split into 3 key areas, 'Professional Services', 'IT Support Services' and 'Advanced Technology Services.' Our IT services portfolio is designed with our customer's needs in mind, providing them with an efficient and flexible service.

Professional Services

Cloud Computing	> Private Cloud Solutions > VMware Private Cloud Solution	> Microsoft Private Cloud Solution > Hybrid Cloud Solutions
End User Computing	> Physical Desktop Management > Application Services > Mobile Device Management	> Windows 7 & 8 Upgrade and Migration Services > Desktop Virtualisation Services
Enterprise Networking	> Sharing applications > Speeding up access to information	> Enhancing customer service > Reducing operating costs
Installation	> Extensive geographical reach > Multi-vendor, multi-technology capability	> Flexible project management to move with demand > Infrastructure supporting large scale rollouts
Enterprise Identity & Management	> Preventive controls of internal threats > Multi-channel defence – cloud, social access and mobile	> Simplification of cloud integrations and identity silos > Monitoring profiles
Enterprise Security	> Mobility > Improved productivity	> Reduced costs
Data Centre	> Load Balancing > Cisco Application Centric Infrastructure (ACI)	> VMware NSX > Cisco UCS / Flexpod
Unified Comms and Mobility	> Microsoft unified communications and mobility solutions	> Multi-vendor Voice and Unified Communications > BYOD Solutions
Pre-sales Support	> Network Design and Configurations > Project Management	> Senior Engineering Consultancy & ITIL based service design

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IT Support Services

Hardware Maintenance	> Multi-vendor, multi-technology hardware maintenance cover > Bespoke contracts with guaranteed fix SLAs > UK & Ireland coverage
Service Desk	> 24/7 support, 365 days a year > UK based service desk analysts providing a single point of contact for incidents > Unlimited SLAs through our Service Level Management > Secure customer portal so incident calls can be tracked by all
Software Maintenance	> Software Support through IT Zone's Flexsupport offering > Microsoft Premier Support for the complete Microsoft stack > Bespoke contracts with guaranteed fix SLAs > UK & Ireland coverage

Managed Services

Lite	> 24x7x365 > Break/Fix > Monitoring and Alerting	> Summary Reporting > Reactive incident	
Essentials	> 24x7x365 > Break/Fix > Monitoring and Alerting > Summary Reporting	> Reactive incident > Inclusive RU Budget / Device > Inclusive RU Budget / Device	
Premium	> 24x7x365 > Break/Fix > Monitoring and Alerting > Summary Reporting	> Reactive incident > Inclusive RU Budget / Device > Administration > Change Management	> Problem Management > Proactive Incident > Ad-hoc Reporting > Full SDA Reporting

Supported Vendors

CISCO Microsoft DELL vmware

NetApp CITRIX hp invent Lync

For more information please contact us today: