



Managed
IT Services
& Technical
Support



Complexity simplified

Intergris's Managed Technical Services offer scalable solutions to facilitate and simplify the complexity of managing and supporting your IT Systems and Networks.

We employ established disciplines and best practice methods to provide an effective alternative to traditional in-house solutions. With Intergris's expertise, you will realise substantial savings on the cost of maintaining experts for supporting your users and systems and future-proofing your technology investments.

Our Managed Technical Services are delivered in two formats – ProActive or OnDemand:

- **OnDemand** is a basic reactive 'break-fix' service for handling issues on a 'best effort' basis.
- **ProActive** is a managed solution designed for organisations requiring issues to be pre-empted before they become productivity impacting problems. It is based on monitoring strategies and management services specifically structured to minimise down-time and maximise system availability and thus your user's productivity.

Outsource to IT insiders - Outsourcing your IT needs is a viable, cost-effective and efficient option for SMEs who seek the backing of a full-scale Corporate IT department without the burden of managing an in-house team.

If you're new to outsourcing IT support and systems administration, you'll be glad to learn that Intergris delivers a refreshingly simple and highly effective solution. We deliver Managed IT services of a robust enterprise-level IT department, empowered by an experienced team that talks your language.

Intergris stands out by being pro-active in the delivery of Corporate IT Support and Services. Using our flexible modular methods we can wrap our services to meet your precise requirements. We don't believe in a 'one-size-fit-all'. Our services are flexible yet specifically targeted to small- and medium-sized organisations. Each service can be offered individually or combined into an OnDemand or Pro-Active package including any or all of our main support areas.

Remote & On-Site Support
Network & System Administration
Data Backups, Monitoring & Validation
System Performance Monitoring
Disaster Recovery Planning

All of our services are designed to be clearly measurable so you know exactly what you're getting. We even provide you with regular status updates on routine deliverables.

Our commitment towards Pro-Active support is expressed in our physical on-site checks. The On-Site Routine System Status Checks are complimentary to the Real-Time Remote Server / System Monitoring Service which we offer. It extends the effectiveness of this service by broadening the checks to detect issues which will, if left unchecked, deteriorate into a critical issue. Our checks include server equipment operating environment, power conditions, physical connections and other salient aspects that are impossible to check remotely.

Intergris is supported by a team of professionally-qualified personnel bringing together several years of experience in the support and management fields of technology.

With over 10 years of managed services experience, Integris supports hundreds of users and manages an increasing number of systems and networks from multiple vendors. Integris is well positioned to support your organisation. We have a track record in quantifiable savings when compared to a DIY in-house solution. If you are ready to simplify the complexity of your systems and network management and take advantage of Integris's expertise, please call us today.



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