EXCEPTIONAL IT OPERATIONS AT LOWER COST

IT OUTCOMES & OPERATIONS DELIVERED AS A SERVICE/ PAY-AS-YOU-GO

We are leaders in the delivery of best practice IT outcomes and 24/7 resilient IT operations with the security & scale of the £6 billion Konica Minolta Group – all delivered and charged for as a service to keep your business running smoothly, reduce operational costs as well as innovate and scale up or down faster

Giving Shape to Ideas

77%
OF IT LEADERS SAY THEY ARE SIMPLY SPENDING TOO MUCH OF THEIR BUDGET ON 'KEEPING THE LIGHTS ON'
IDC 2019

CAN YOUR IT KEEP UP WITH YOUR BUSINESS DURING THESE UNPRECENDENTED TIMES

Every business and organisation is facing unprecedented complexity and change exacerbated by Covid-19 challenges. New business priorities mean more pressure on IT to deliver deeper cuts in costs, remove risk, achieve greater performances and respond faster & support the tech-based innovation agenda - all whilst keeping the lights "ON"

ProcessFlows commissioned an independent survey of over 500 UK Small & Medium Enterprises and their IT challenges, priorities and requirements. The results highlighted that IT Teams and Service Providers were struggling more than ever with a diverse and growing list of operational & business priorities:

- Data security, protection & recovery
- IT security, monitoring & management of sprawling infrastructure, applications, & end points
- Managing data growth effectively
- Keeping up with new tech & supporting business innovation & digital projects
- Reducing operational costs & overheads
- Cloud orchestration/integration
- Improving end-user & customer experience
- Improving uptime & address service gaps - 24/7 or peaks in helpdesk queries & tickets
- Reducing time spent on essential routine tasks such as patching, software updates, release management, back-ups, hardware, system or application monitoring & checks, helpdesk support requests i.e. Password changes etc

- Compliance, audits & checks
- Access to specialist skills as you need them without huge cost
- BYOD/Remote working enablement

Now more than ever many IT teams & managers are too bogged down with transactional everyday rather than driving improvement projects & adding strategic value.

ITS TIME TO RETHINK YOUR IT OPERATIONS - LET US DO THE HEAVY LIFTING WHILE YOU FOCUS ON YOUR BUSINESS

TOP 5
IT PRIORITIES ARE SECURITY, MANAGING DATA, OPERATING COST REDUCTION, SUPPORTING BUSINESS INNOVATION & FINDING QUALIFIED STAFF
ME IT insight Survey 2019

55%
OF BUSINESSES ARE STRUGGLING TO BALANCE DAILY IT OPERATIONS WITH IMPROVEMENT PROJECTS
Spiceworks 2020

IT SERVICE MANAGEMENT
The heart of every IT operation - proactive monitoring & management of all IT

IT OPERATIONS MANAGEMENT
Efficient, effective & robust IT operations, processes, helpdesks and servicedesks

IT BUSINESS MANAGEMENT
Supporting business priorities, redirecting spend & enabling business innovation & agilty

IT ASSET & COST MANAGEMENT
Optimise costs & improve efficiency with increased visibility into the full IT asset lifecyc;e

AUTOMATION & DEV OPS
Automation & Apps aren't just for large enterprises. Single POV & management

DATA & DATABASE MANAGEMENT
Design, administration, monitoring and management for dedicated or cloud-based DB platforms

SECURITY OPERATIONS
Identify, prioritise and respond to incidents & vulnerabilities faster based on risk & insight

GOVERNANCE, RISK & COMPLIANCE
Respond to business risk in real time with continuous monitoring & prioritisation

PERFORMANCE ANALYTICS
Unlock insights to anticipate trends, prioritise resources and drive service improvements

FUTURE DEMANDS?
The role of IT is guaranteed to evolve faster and in more diverse ways. How will you keep up?

THE EXPANDING & EVOLVING ROLE OF IT
IN A MORE COMPLEX, 24/7/365 & FAST CHANGING WORLD

FOCUS ON DRIVING & TRANSFORMING YOUR BUSINESS & OPERATIONS - LET US DO THE HEAVY-LIFTING OF YOUR IT OPERATIONS

We are here to help you transform your IT outcomes and operation to support your business, your SLA, extend hours of service delivery or meet operational SLAs such as 24/7/365

With recent innovations in ITSM & ITOM, the business case for outsourcing part or all of IT is stronger than ever - particularly for small to medium sized businesses who can now get enterprise level IT operations, capabilties & scale without the associated costs and complexities.

ProcessFlows has 30 years experience and successes helping businesses & service providers respond faster, cut operating overheads whilst improving revenues, customer experiences as well as giving businesses back the control, visibility and competitive advantage they need.

We offer flexible and pay as you go IT service agreements that deliver:
- **Guaranteed reductions in your IT operational costs** & achieve more through outcomes based IT operations
- **Realise Quick wins, scale IT operations up or down** to maintain service levels during peaks, extend your IT operation or hours of operation or scale back at speed - all without the usual risks, delays & SGA overhead costs. Buying experience and industry-leading skills in IT
- **Maximum operational flexibility consume as little or as much as you like** - Cut back, add capacity or deliver new services faster than in-house.
- **Increase your visibility and control of IT** with consistent reporting,

measurement and communication across your IT operations.
- **Deliver new IT services & performances by accessing IT best practices across IT people, process and technology** simply not available in house. From specific helpdesk or service desk requirements, to always "ON" capabilities or specific skills and services such as IT security - all without the associated risk & cost of white space; to continuously improve customer experiences & IT operations faster than the competition.
- **Focus on your customer & core strengths ,** derisk, remove the everyday operational burdens & complexity from your IT operations and improve customers experiences and satisfaction level

25-35%
AVERAGE OPERATIONAL COST SAVINGS THROUGH OUTSOURCED IT PLUS PERFORMANCE IMPROVEMENT
PROCESSFLOWS IT SERVICES

90%
OF END POINTS HAVE VULNERABILITIES IN THE 1ST SCAN. 1 IN 4 SERVERS AREN'T PATCHED
ProcessFlows IT Healthcheck
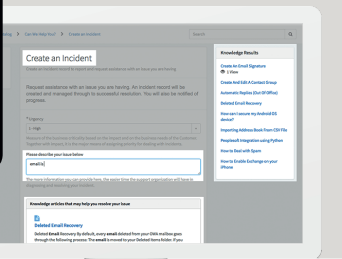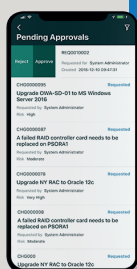
15,000
IT & IOT DEVICES & END POINTS ACTIVELY MANAGED & MONITORED ACROSS UK & EUROPE
AUGUST 2020

A TRUSTED PARTNER, SPECIALIST & LEADER IN DELIVERING IT OUTCOMES, TASKS & SKILLS AS A SERVICE

We are part of the Konica Minolta global organiation with the resources and resilence to deliver your desired IT & business outcomes consistently & continuously

We have over 30 years expertise and passion for IT services and outsourcing, understanding and helping UK IT teams, businesses and public sector organisations overcome their toughest IT & process challenges, improve services and innovate faster as well as cut costs and risk.

Our broad portfolio of end to end IT services and solutions is available pay as you go and built for the future of IT service management.

91%
OF THOSE THAT OUTSOURCED THEIR IT, SAW BENEFITS IN SECURITY, COST SAVINGS, INNOVATION & STRATEGY
ProcessFlows 2019 SME IT insight survey

Through our UK and European operations and Service Desks we deliver the IT service operation you need based on:

- Industry leading, ISO & ITIL aligned IT service desks using world-class IT service platforms ie ServiceNow
- A comprehensive 360 ° suite of IT support and management capabilities including 24/7/365 proactive IT monitoring, management and security including status & alerts, patching, Anti-Virus, Back-ups & recovery, AD, identity & password management & reset requests, email & web filtering, asset management, IT security & data intelligence healthcheck scans, database & application management etc
- End user or IT admin support via chat, email, phone, self-service backed by our 24/7/365 multi-lingual IT support helpdesks
- Incident management levels 1,2 & 3 backed by expert & accredited technical IT support
- IT consulting & optimisation services – project, adhoc or as a managed service
- Realtime IT analytics and management information provision
- Fully managed cloud hosting environments tailored to keep your business and applications running and secure 24/7. Based on Tier 3+ UK data centres.
- Hardware & software support & provisioning as a service including Microsoft Windows, Microsoft 365 & Teams migrations & support
- Governed Problem, case and change management processes
- Knowledgebase management & shift left methodology
- Escalations and complaint handling as well as customer relations and account handling desks.
- 3rd party management
- Full account management with continual service improvement program to support your innovation

ADAPT, TRANSFORM & TRANSITION FASTER WITH A TRUSTED PARTNER

Dont go it alone, focus on your strengths and partner with our IT Service Management experts to get the IT operation, results, tasks and skills you need for your business - all delivered as a service, Pay-as-you-go

24h | **7 days** | **365 days**

SPEAK TO OUR EXPERTS
REQUEST A NO OBLIGATION FREE OF CHARGE CONSULTATION

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Giving Shape to Ideas