

IT Managed Services

Our Managed Service Scope Covers:

- System Monitoring and Response
- Transition in Planning
- Unlimited Support Requests
- Service Desk
- Strategic IT Planning for your Environment
- Additional IT Business Solutions
- Remote and Onsite Support
- Documentation and Reporting
- Incident Management
- Proactive Maintenance and Support

Major Benefits

- Single Point of Contact and Ownership
- Monthly Fixed Price
- Driven by Service Level Agreements (SLA)
- Unused Fund Roll-Over Facility
- Managed by ITIL Service Management Framework

Novata Solutions provides customised **Infrastructure**, **Application** and **Cloud** managed services that are suited to your business. These services are managed and delivered by our team of experienced IT professionals who monitor and maintain your systems, ensuring that they are supported, secured and performing to their optimum levels.

