

MANAGED PLATFORM SUPPORT SERVICES

With our SLA based Managed Service we keep your data centre up and running and optimise your IT budget. Benefit from over a decade of Soitron experience and technical knowhow in managing different server OS platforms, web services and portals, databases, messaging, storage and backup systems. Delivered by our top class talent.



What We Do

We understand that data availability is critical to any business. We know how to design, transform, migrate and operate your datacentre, with the key focus on availability and reliability. Our skilled resource and technical knowhow will not only optimise your services but your IT budgets, allowing you to focus on core business.



How We Deliver

Our partnerships cover the complete lifecycle of your datacentre computing. At Soitron we have not only teamed up with leading industry technology companies such as HP, IBM, Cisco, Microsoft, Citrix, Oracle and Vmware but have attained the top level of accreditation and invested in a number of specialisations enabling us to offer our clients a guarantee of the most professionally managed datacentre computing services. Our approach and delivery has won us numerous client, partner and industry awards.

FLEXIBLE AND SCALABLE MANAGED SERVICES OR STAFF AUGMENTATION

We have been managing datacentre computing systems for over a decade and offer our clients flexible engagement models to suit their project requirements and budgets. With Soitron you can be sure that not only your operating platforms, but also database, web and messaging servers and back-up and storage technologies will be managed to ITIL industry best practice. Benefiting from our wealth of knowledge, expertise and technology excellence to overcome your business challenges and improve performance whilst reducing the overall costs.

WE DELIVER AS

Managed services

- You will receive remote support with our own productivity tools or support in your own environment using your productivity tools (ticketing, service desk, remote management, monitoring, reporting)
- The service delivery will be managed based on SLA & KPIs
- Your dedicated Service Delivery Manager will be your escalation point and single point of contact. You will receive monthly/weekly SLA quality reviews, SLA KPIs reporting, efficiency improvements reporting, etc.
- The service will also include other roles as Teamleaders (people management), Technical Quality Leaders (SLA management, spot-checks, ITIL methodology owner)

Staff augmentation

- You have flexibility to ramp up or down as your project requires
- We will use our long-term experience to fit your skillset requirements to the project demands while leveraging our presence at local markets
- Your dedicated Delivery Manager will provide you with
 - operations support, acting as your single point of contact for all procurement related topics described in the Statement of Work (invoicing, purchase orders, etc.)
 - staffing support, managing your shift coverage in various time coverage models (24x7, 5x8, follow-the-sun, US working hours), performance and disciplinary issues and training planning.
- Your dedicated HR Business Partner will manage the multi-lingual talent pool covering hiring, on-boarding, ramp-up status reporting, internal promotions and leaving interviews

TECHNOLOGY FRAMEWORK

- Monitoring: we use HP OVO network monitoring tool, as an alternative we can offer open source solution Zabbix
- Support Central: in-house developed, web based system running on ITIL principles, integrating:
 - SD / Trouble ticketing tool – integrating tickets from helpdesk, monitoring and directly from customer
 - Portal access for customer – direct access to own SLAs, tickets, creating and sending e-mail notifications to clients
- Case Exchange: In case you wish to use your own trouble ticketing tool, we will handle your cases in Soitron SC using the case exchange bridge to replicate the tickets in both systems

TECHNOLOGY FRAMEWORK

- Recruitment tool integrated with careers portals and social networks in 8 countries covering talent pool market of more than 100 mil population
- Microsoft Dynamics AX allows us to manage our staff effectively
- Our own workforce-management tool set combines both shift coverage planning as well as attendance tracking
- Our dedicated training and testing (Pearson VUE and Prometric) centres will support you with on-premise and e-learning services

HOW WE MANAGE

With Soitron you're in safe hands. We have invested in many company and team skills, quality, and best practice methodologies and are certified with the following:



- Remote monitoring with Soitron Support Central (SC), an ITIL based tool that covers ticket management and CMDB
- This tool serves as a transparent client access portal and change request system & easily integrates with any existing service desk platform
- Our dedicated team will be fully skilled with the technology platforms to deliver
- Service Delivery is managed and based on industry best practices and in the ITIL methodology environment with - ITIL, ITSM and Six Sigma certified specialist
- Projects are delivered based on PMI methodology with, PMP, Prince or IPMA certified specialist

OUR CAPABILITIES

Soitron is company built on Networking technologies.

We partner with the industry's leading technology companies in this space so we may provide the most advanced, robust and quality service available. We do not chase badges to boost our list but have undergone thorough tests and evaluation to achieve the highest certification and partner specialisations on the market to meet and surpass client requirements:



HP Gold Specialist

HP Advanced Storage Specialist



Microsoft Gold Server Competency Partner

Microsoft Gold Messaging Partner

Microsoft Silver Communication Partner



IBM Advanced Business Partner



VMware Solution Provider – Enterprise

VMware Enterprise Partner

VMware Infrastructure Virtualisation

WHY SOITRON

IT BUDGET OPTIMISATION

Reduce costs by up to 40% - free up internal resource, increase productivity, improve service delivery, reduce downtime and faults.

NEARSHORE DELIVERY

Operations throughout UK, Czech Republic, Slovakia, Bulgaria, Romania, Turkey, geographical proximity, multilingual capabilities, cultural affinity, similar time zones and shorter traveling times. 5 top ranked delivery locations for offshore outsourcing based on Gartner report 2015.

FELEXIBILITY & SCALABILITY

Managed services or staff augmentation, ability to ramp up or down, change technology skillset to suit project demands, L1,L2,L3 support, various working time options ie 24x7 services, Soitron or client managed, flexible pricing structures.

IMPROVED SERVICE

Talented, qualified and experienced resources, highest partner accreditations and specialisations, decades of technical knowhow and service delivery, ITIL, PMP, PRINCE2, SIX SIGMA industry best practices, robust SLA'S & KPI.

SECURITY

EU delivery operations, ISO 27001, National Safety Board and NATO Security clearance and certifications, political stability, EU Data Security.

ABOUT SOITRON

Founded in 1991, Soitron is an IT company providing IT solutions and Outsourcing services to our clients across the globe. We are an ITIL, ISO 9001 Quality Management, ISO 27001 Information Security and ISO 20000-1 Service Management certified company, with operations throughout UK, Slovakia, Czech Republic, Romania, Bulgaria and Turkey. We employ over 650 qualified and experienced specialists from our state of the art delivery centres and technical training facilities.

Our comprehensive range of services and solutions cover:

Managed Network Services, Platform Support Services, Managed Desktop Services, Project Management Services, Managed Service Desk, Managed BPO and Staff Augmentation.

We partner with leading technology companies including: Cisco, Microsoft, Oracle, Avaya, IBM and HP to name a few. We are also a Cisco Master Unified Communications accredited company, one of only a few in Europe. Through dedication to customer satisfaction we constantly strive to improve technical excellence in our company and delivery teams, which has been recognised by clients and partners alike.

We aim to become our clients' IT service partner of choice, building relationships on quality, performance and trust. We believe our in-depth knowledge, talented resource, delivery capabilities, technology partnerships and specialisations, allow us to provide clients with the best solution to meet their business requirements, delivered with a first class service. We offer our clients a partner who is large enough to be scalable but small enough to be flexible to meet your project needs and business demands.

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CLIENTS INCLUDE

