



Reduce your costs with **Chess Managed Services**

Our Managed Services customers save on average
£39k a year on their IT services.



Partnering for IT success

IT systems are vital to the day to day operation of your business and when they don't work properly it costs you time, money and disappoints your customers.

Choosing the right Managed Services partner can help unlock return on your IT investments and give you peace of mind that your IT infrastructure remains secure and available.

As a Managed Service Provider of 25 years, Chess have a proven track record of delivering complex IT Managed Services including multi-level Service Desks, Hardware Support, and management of third-party vendors.

We offer three levels of **ICT Managed Services**



Hardware Support

Chess Hardware provides a single source for multi-vendor IT hardware maintenance across the entire technology stack.



Managed Support

Designed to keep your business up and running at all times, Chess Managed Support resolves 60% of IT issues at first contact through proactive monitoring, alerting and break-fix services.



Managed Services

Outsourcing to the right service provider to deliver pro-active IT management, can free up significant resources. Chess Managed Services saves our average customer £39k a year in IT costs.

Hardware Support

Vendor supported and end-of-life systems maintenance

Hardware Support provides a single source for multi-vendor IT hardware maintenance across the entire technology stack.

We deliver maintenance services for both in-life vendor supported systems and systems that are now end-of-life (EOL) and unsupported directly by the vendor.

This ensures you can continue to operate your infrastructure for an extended period without being controlled by vendors' refresh cycles and provides the opportunity to gain additional return on investment on your technology.

With over 25 years of experience in the industry, we have proven expertise in solving issues within industry-leading resolution times, supporting all leading vendors including Cisco, Microsoft, HPE, VMware, DELL, NetApp and more.



Benefits of Chess Hardware Support

Extensive Partner Network

Sooner or later your hardware will suffer a fault and when this happens, your priority is to repair and restore services as quickly as possible. Our comprehensive partner network is the solution you can rely on, reducing your risks, and protecting your business.



Local spares holding with saturation coverage through our extensive partner network allows us to meet the tightest of SLA's with the personalised service you expect from Chess, without having to outlay any costs.

Aligned to your business

Chess Hardware Support provides you with service levels that align to your business needs, giving you value for money, ensuring parts and accredited engineers are available when they are needed.

With the ability to choose from a variety of service levels, you can also choose whether you have parts only cover or parts and engineering, enabling you to reduce risk, without having the unnecessary outlay of maintaining spares.



Reduce costs

In 2016, most of the major manufacturers introduced a charge for access to firmware that had historically been given away. Devices with remaining manufacturer warranty are covered for access to firmware.



However, once that warranty has expired you need to pay for access to firmware.

Where firmware upgrades are not required then you can save money by opting out of this scheme. This provides all the assurance of our spares and engineering services at a more affordable price point.

Key features of Chess Hardware Support

Third-Party IT Maintenance

We have a nationwide network of highly trained accredited field-based engineers to support multiple vendors and multiple platforms. Reduces your costs providing cost-effective hardware support.

Service Desk*

You'll have the support of our highly skilled and technically proficient 1st to 3rd line Service Desk team, who will provide advice and guidance alongside resolving any service tickets. This will be your single point of contact, giving you access to over 100 expert technical staff, reducing pressure on in-house resources and saving you time and money.

Wide range of SLAs available

We have fixed and guaranteed response contracts. Replacement equipment is pre-staged at geographically dispersed forward spares locations to ensure SLAs can be achieved. Proven service that consistently exceeds SLA.

UK, Ireland and mainland Europe coverage

We have a nationwide team able to respond within an hour 1 hour. Certified, multi-skilled engineers supported by senior technical consultants as well as locally held spare parts ensure a timely resolution.

Multi-Vendor accredited and authorised

We work together with vendors across our whole portfolio to deliver first-class customer experience and knowledgeable advice at any time. Some of our strategic partners are Cisco, Dell, Microsoft, NetApp, HPE, Meraki, Ariba, Sophos, Poly and others.

*All marked components are included as standard in our Managed Support and Managed Service packages.

Service Hours to fit your business

We manage hardware incidents through to resolution – within contracted “Fix” service levels SLAs to support the criticality of the hardware being used:



4hr Guaranteed fix time

for mission critical infrastructure items creating multi-user failure.



8hr Guaranteed fix time

for less critical equipment.



16hr Guaranteed fix time

usually for equipment causing single user failure, such as local printing.



Next business day

response only, no guaranteed fix time

incidents are fixed prior to the end of the service window on the following business day, typically used for desktop equipment resulting in single user failure.



Managed Support

With an ever-growing list of demands, it is impossible for today's internal IT function to answer all tech requirements of your organisation.

One of your main challenges is how to stay on top of the latest trends to support the business and address changing needs when there is a constant squeeze on budgets, headcount, and resources.

This is where Managed Services can help – from data centre to desktop, from consulting to service desk and onsite support, we will slot into your own IT model at any level required, depending on what you need. You retain control while achieving lower total cost of ownership (TCO), improved performance, guaranteed service levels and reduced risk. Chess help you create a flexible, efficient, and resilient business.

Benefits of Chess Managed Support

Reduce costs



Our competitively priced services help you lower your total cost of ownership by removing capital investments in people, infrastructure, and resources.

Eliminate risk



Our business is founded on providing outstanding services: through our expert people, national infrastructure, Network Operations Centre, we proactively manage risk out of IT service provision.

UK team



Our UK-wide infrastructure is proven at every level so whichever services you want, either on premise or via the cloud, they are available when you need them.

Constant innovation



Immediate access to proven approaches, industry best practice and emerging technologies means you create a more agile and resilient business.

Enhance IT service quality



Our experts manage whatever services you choose within the agreed contract levels, in line with strict SLAs and under the scrutiny of a Service Delivery Manager.

Key features of **Chess Managed Support**

A tailored service to suit your organisation, you can pick which options best answer the needs of your organisation, helping you to reduce your costs.

Service Desk*

You'll have the support of our highly skilled and technically proficient 1st to 3rd line Service Desk team, who will provide advice and guidance alongside resolving any service tickets. This will be your single point of contact, giving you access to over 100 expert technical staff, reducing pressure on in-house resources and saving you time and money.

Incident Management*

Should an Incident occur, we want to restore service as quickly as possible and minimise the impact on your business. Our fully accredited Service Delivery Team will keep you updated throughout the incident ensuring complete transparency.

End User Support

Managed IT support focused on the support for the end users and their devices. Tailored to provide the resolutions to everyday IT incidents in their working day enabling them to access their applications and system.

Network Infrastructure Support*

Your IT infrastructure includes the hardware, software, systems, and services used by your organisation to support its operations. Focused on the active monitoring and care for the platforms your business users rely on, network infrastructure support is predominantly delivered with remote support sessions using remote access tools.

Customer Portal*

The Chess Customer Portal has been designed to provide you with important information about your account, systems, and services with us. It is provided free of charge to all our customers with a Managed Support contract and enables the self-service management of many aspects of your relationship with Chess. Customer Portal puts you in total control and ensures that you are always up-to-speed with the status of your supported IT systems. Automated system snapshot recording, automated status updates and responses help to remotely monitor and accurately report on all aspects of your system.

Sage Support

Sage Support provides full incident lifecycle around the relevant Sage software application in the end user and server, Azure environment.

Third Party Support

The Service Desk can take responsibility for the escalation and management of events to any customer resolver group or external third-party application/service provider where the customer has a valid support contract in place. On resolution of any incident or completion of a Service Request, the Service Desk will seek user participation in final testing, then the information in the service desk management system will be dynamically updated and the incident/service request closed.

Hardware Support

Hardware Support provides a single source for multi-vendor IT hardware maintenance across the entire technology stack. It ensures you can continue to operate your infrastructure for an extended period without being controlled by vendors' refresh cycles and provides the opportunity to gain additional return on investment on your technology.

Remote Support*

The Chess Service Desk provides remote assistance using a non-invasive Remote Monitoring and Management toolkit reducing the requirement for local, desk-side visits.

Cloud Support for Microsoft 365

Reactive end user remote support for Business standard/Premium/Enterprise M365 applications. We built our packages with businesses like yours in mind. Whether your IT team need some specialist support with the extra complicated end-user issues, or you need to allocate the internal resource to innovation - we're here to help.

Voice+ Support for Microsoft 365

Chess Voice+ support for Microsoft Phone System, Audio Conferencing or Microsoft Business Voice for inbound and outbound calling features within the Microsoft Teams add-on.

*All marked components are included as standard in our Managed Support and Managed Service packages.



Managed Services

Outsource your IT or hire in-house?

Outsourcing non-core business functions to a mature and experienced service provider to deliver pro-active IT management, can free up significant resources. This can enable you to re-focus on strategic tasks – delivering immediate value and efficiencies. You can also then move from capital costs (Capex) to operational costs (OpEx) model allowing better control on your spending.

Partnering with Chess gives you access up to date skills and expertise, with resources immediately available for scaling to meet your organisation's needs – helping to deliver projects faster and maximising on your investments and reducing the need of having to build, train and maintain an internal team.

We deliver a holistic service operation to manage your entire estate. Measure the performance against service level response or first contact resolution targets.

Benefits of Chess Managed Services



Save over £39k/ year

Our average Chess Managed Support customer saves more than £39k a year by fully outsourcing their IT function to us.



60 Experts - 1 team

Instead of employing a small team in house, our Managed Support customers benefit of access to over 60 tech experts boasting the latest industry accreditations.



IT and Business Alignment

Our customers benefits from bi-monthly strategic workshops with a Technical Architect designed to align their business and IT strategies.

Key features of **Chess Managed Services**

A tailored service to suit your organisation, you can pick which options best answer the needs of your organisation, helping you to reduce your costs.

Capacity management*

We'll monitor and make recommendations about the capacity of your IT infrastructure to support your business requirements as your user and system needs change. This will allow you to effectively support the changing needs of your operations.

Third Party Support*

The Service Desk can take responsibility for the escalation and management of events to any customer resolver group or external third-party application/service provider where the customer has a valid support contract in place. On resolution of any incident or completion of a Service Request, the Service Desk will seek user participation in final testing, then the information in the service desk management system will be dynamically updated and the incident/service request closed.

Pro-Active System Monitoring*

Our monitoring platforms continuously monitor the health of your IT environment and alert us to any change of state. This allows us to manage your environment, helping to avoid potential problems. If a critical alert is raised, an incident ticket is automatically logged, and our incident management process is initiated.

Patch Management*

We want to make sure you are running the most secure, reliable and robust software possible, giving you and your end users peace of mind. We'll plan, schedule and control releases on agreed versions and configuration items, as part of our planned maintenance schedule.

Anti-Virus Support

Anti-Virus Support provides incident support for the pre-agreed legacy or Chess provided Anti-Virus solution.

Problem Management*

Where multiple incidents arise with the same underlying cause our team will use our problem management process to clearly establish and fix the root cause. We also carry out trend analysis to ensure that patterns can be identified so we can proactively eliminate any future re-occurrence or create action plans to predict any future incidents.

Technical Consultants

Our solution consultants and technical architects are technology experts who work with you to review and agree the best service enhancements for your business and IT environment, aligning your IT and business strategy.

Backup Management

Remote management of the existing on-premises or cloud-based data protection solution, ensuring that any issues are identified and resolved remotely, or escalated to the customer if an onsite visit is required.

*All marked components are included as standard in our Managed Support and Managed Service packages.

Management Reporting*

We produce quarterly service reports, which will highlight trends around Service Desk contact, tickets logged, targets met, and areas of risk, service improvement and opportunities to develop your service further.

Change Services

We know your organisation will have changing IT requirements and following ITIL process we'll assess the risk and manage any change requests using best practice.



Our comprehensive service portfolio covers:

Our experts manage whatever services you choose within the agreed contract levels, in line with strict SLAs and under the scrutiny of our Service Delivery Team.

- ✔ Microsoft Azure and Microsoft 365 support
- ✔ Adoption and change management
- ✔ Third party escalation
- ✔ Sage 200C Support
- ✔ Pro-active system monitoring and alerts
- ✔ Pro-active patch management
- ✔ Managed Backup
- ✔ Anti-virus support

Your Journey with Chess

Chess help organisations across the UK with our standard approach of Consult, Deliver, Adopt and Support enabling smooth and efficient services, from Cloud adoption to embracing the Modern Workplace.

Working alongside many of the biggest names in the IT industry, Chess is trusted to deliver the highest standards of service and knowledge.

An on-going investment in training for our sales and technical people ensures their knowledge is always current and relevant.

This is backed by pre-release information and direct support from manufacturers, allowing us to advise on and supply the very latest services, solutions, products, and updates.



About chess[®]

Chess is one of the UK's leading independent and trusted technology service providers, employing 300 skilled people across the UK, supporting over 20,000 organisations.

By leveraging world-class technology, Chess helps you to connect your people, protect your data, grow your business, reduce your costs and work better together, which means your business, your people and your customers can thrive. At Chess, we're passionate about our unique culture and our continuous investment in our people to be industry experts.

We're extremely proud that our people voted us No.1 in 'The Sunday Times 100 Best Companies to Work for' list 2018, and we continue to celebrate more than ten years in the top 100.



We help you

Reduce Your Costs

Contact Our Team

✉ workfromanywhere@ChessICT.co.uk

☎ 0800 688 8858

➔ ChessICT.co.uk

