

IT Services > IT Support > IT Managed Service Delivery Management

IT Service Delivery Management

Our IT Service Delivery Management Team are there to ensure that the technology services that we deliver align perfectly with your organisational needs and goals.

Working to a pre-defined and comprehensive IT service delivery plan, we will manage our technical resources and services in order to help you realise your stated business outcomes.



Working to an agreed and comprehensive service delivery plan, our managed IT service delivery team will ensure that we deliver value and demonstrate a positive return on your technology investment.

Our managed IT service delivery management service is ideal for:

- ✧ Incident management, ensuring that the people with the correct skill sets are assigned to the right issues.
- ✧ Escalation management, to ensure that issues are escalated through the levels as needed to ensure swift and effective issue resolution.
- ✧ Service delivery planning, making sure that we have the right resources available at the right time to meet your specific needs.
- ✧ Trend identification and analysis. We will take a step back, identify trends and then put plans in place to overcome common issues.
- ✧ Financial management of your IT services, ensuring that you are getting a return on your investment.
- ✧ Availability and continuity management, helping to ensure that you enjoy a highly available and highly secure technology platform that allows your people to perform and your business excel.
- ✧ The creation of regular management reports, giving you the insight that you need with regards to the service you are receiving.
- ✧ Managing both reactive IT Support and proactive IT support for more effective service delivery.

Managed IT Service Delivery Management Benefits

- Improved accountability and stronger alignment between your business and IT.**

With managed IT service delivery management, you can ensure improved alignment between your core functions and IT as a critical support function. By being better aligned, there is more accountability, with actions measured against agreed targets.
- Better management of risk, leading to a more stable and secure technology environment.**

By following an accepted framework and defined processes, the risks associated with change are greatly reduced. By following accepted processes, planning and testing is improved, communications throughout your business is better and the chance for significant service interruption is reduced. With greater standardisation and with formalised roles, processes and policies in place, your technology platform will be much more robust, resilient and secure.
- Improved service delivery and ultimately enhanced customer satisfaction.**

By aligning IT service delivery with the needs of your organisation, you will be receiving technology services that you and your team want, leading to an improved customer experience. This is supported by improved incident and escalation management, which speeds up the process from issue reporting to issue resolution and that again leads to improved customer service.
- A reduction in operational costs and improved efficiency, as well as more transparency around IT costs and processes.**

Effective IT service delivery management ensures that you can more easily scale your operations without the need for excessive hiring, thanks to automation, better alignment and improved efficiency, allowing you to get the most out of your existing resources.
- Better planning, saving time, money and ensuring more effective change management.**

By adopting a structured approach to your IT service management, you have a framework and the best practice processes needed to make the right strategic decisions, avoiding costly and time consuming errors. An example is through the introduction of effective knowledge management processes that support improved information sharing and that protect your business from the negative financial and legal consequences of a data breach.
- A higher return on your technology investments.**

By adopting processes that reflect best practices for managing key IT services and functions and then creating policies and procedures to ensure that those processes are followed, you will enjoy a proven higher return on your technology investment, reducing unnecessary workload, improving access and communication and improving team productivity.

Improve the alignment of your IT with your business needs and goals.

Our team have the experience, framework and tools to ensure effective IT service delivery.

Discuss your IT Service Delivery Management needs by calling us on +44 203 034 2244 or +1 323 984 8908, or emailing hello@cardonet.com

Managed IT Service Delivery Management Features

- Streamlined processes that incorporate best practise.
- More IT self service for improved outcomes.
- Integrated systems and data for improved visibility and transparency.
- Workflow automation and a reduction in repetitive tasks.
- Effective reporting and trend analysis.
- The framework to allow you to scale your operations effectively.
- Improved planning, testing and communications.

Managed IT Service Delivery Management Options

- Workflow automation options.
- Reporting options.

Our Technology Partners



Allowing you to do more

- » Ensure better alignment between your business and technology.
- » Spend less time worrying about issue and escalation management.
- » Focus on your business knowing your team is being supported effectively.
- » Get the most out of your existing technology investment.
- » A scalable solution that can grow to meet your business needs.
- » Automate and reduce repetitive tasks, freeing time for other activities.
- » Remove the headache of hiring, managing and retaining internal people.

Trusted to deliver expert IT Services by



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Evertaste



Why Cardonet

 TRUE 24X7 OPERATIONS	 PROVEN TRACK RECORD	 SINGLE POINT OF CONTACT	 VENDOR NEUTRAL	 CUSTOMER FOCUSED
 PASSIONATE & EXPERIENCE	 TRUSTED PARTNER	 FOCUSSED ON QUALITY	 AGILE AND AWARE	 FULLY ACCOUNTABLE

Awards



Accreditations



Our Commitments

<h3>Our Team</h3> <p>We employ friendly professionals who have well-rounded experience, the ability to work in a team and a desire to be helpful.</p>	<h3>Our Processes</h3> <p>We continue to invest in our systems and have the standards in place for effective, streamlined and consistent service, customised to meet your needs.</p>	<h3>Our Mission</h3> <p>We are dedicated to providing remarkable IT services that improves your performance, increases your productivity and protects you.</p>	<h3>Our Promise</h3> <p>We value long-term relationships built on trust. To achieve that, we deliver fully supported vendor neutral solutions that are essential and reasonably priced.</p>
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Your IT Services Partner for

 IT Support	 IT Consultancy	 Managed IT	 Managed Cloud	 Communication	 Cyber Security
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Adopt managed IT service delivery and improve the service your team receives

Call us on +44 203 034 2244 or +1 323 984 8908 or email us at hello@cardonet.com to start the conversation.

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