

Keeping up with demands As businesses continue to grow and we digitise more operations,

the demands on IT teams have become almost unattainable. The expectation on teams to address daily tasks, navigate the

pace of change that enables users to work, and balancing this increased demand with budgetary and staffing constraints can lead to not just tired employees, but business efficiencies.

Change in IT nowadays is so fast, it can feel impossible to keep bringing in new talent to cover all the skillsets required to drive your business forward. To go beyond business as usual (BAU) and actively adopt latest technologies,

Finding the right people for the job

you need highly qualified professionals with the latest abilities to bring your technology to life. So, what's the problem?



outside of many IT budgets.



on-going overhead cost.



more challenging strategic projects, which can at times feel repetitive, and negatively impact employee satisfaction.

- here is what our customers are saying: In our annual Customer Experience Survey, our customers have shared their biggest challenges standing in the way of achieving their priorities in the next 12 months are:

Don't take our word for it

Challenges facing your People, employee experience, recruiting and retaining talent, minimising your skills gap.

Challenges facing your Technology platforms, managing every day operations, researching new technology,

implementing/integrating new solutions. At Softcat, we can manage different elements of your business-as-usual platforms

Challenges facing Commercial Risk, creating a predictable cost model, mitigating risk, planning for

unforeseen costs/missed outcomes.

and processes to alleviate pressures on your business across these challenges.



and standards across the board Managed Services take the everyday BAU tasks out of the hands of IT, freeing up their time to focus on strategic projects, and allowing you to benefit from economies of scale.

Best practices

People:

extension of your IT team at a fraction of the cost. This in turn allows you to access the right people without the overhead costs and challenge of recruiting and retaining talent, in an

Not only this, but our highly skilled specialists will act as an

already saturated candidate market. We don't just offer support, but collaboration. Our Managed Services are end-to-end, with a single point of contact to answer any queries, any time. No matter if it's hardware, software or

licensing-related, we respond in a timely manner with a solution. Our people are here to help you get the best out of your people.

in an ever-changing technology world. We invest in the best platforms and technology solutions in the market, allowing you the opportunity to access both technologies and our in house technical specialists, to revolutionise your IT operations without emptying the bank.

We offer the capabilities and technologies you need to thrive

IT that gives you an edge

Working in partnership with your business, our Managed Services team can spot and resolve issues before you've even had your morning coffee, with 24/7 proactive

monitoring across our two UK-based operation centres.





the latest technologies without the danger of skillsets falling short, and without the IT recruitment and retention expense. Utilising our Managed Services allows you to consume new and emerging technology platforms for your BAU processes, without the risk of an upfront investment to your business, creating cost stability and reducing the likelihood of cost-shocks in the future. By ensuring measurable return on investment, cost stability and

Commercials:

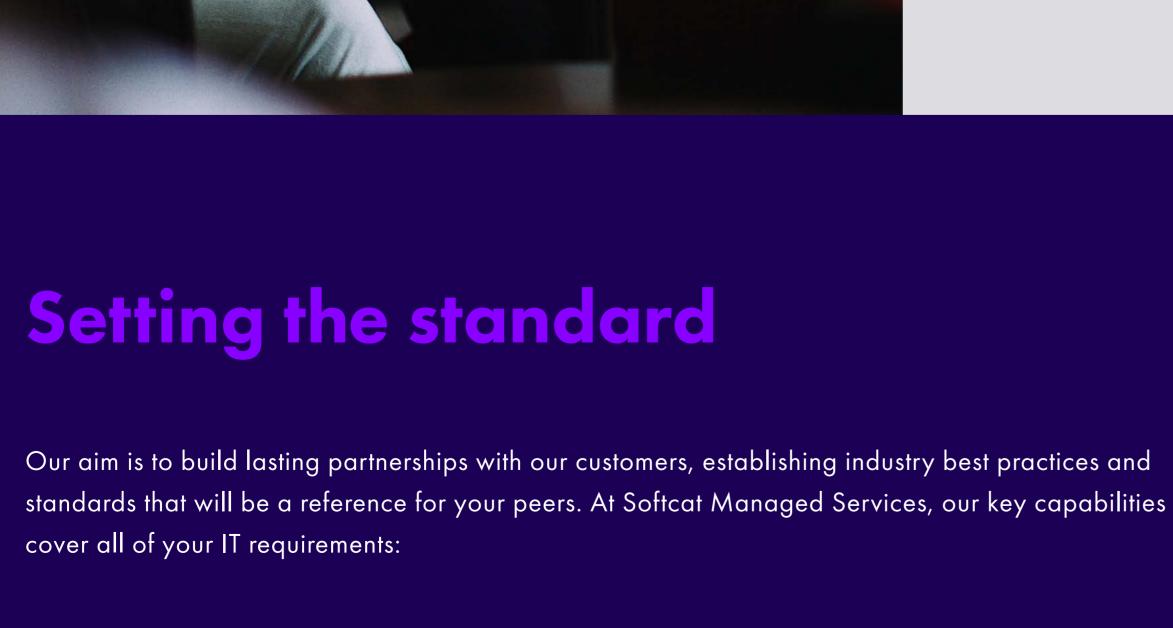
edge minus the risk

Our team of professionals are helping our customers embrace

Giving you an

sustainability, Managed Services allow you the time to focus on

the projects and strategies that will give your business it's edge.



your end users are supported our Managed Workspace Services deliver an enhanced workspace experience.

Managed Workspace

From ensuring joiners, movers

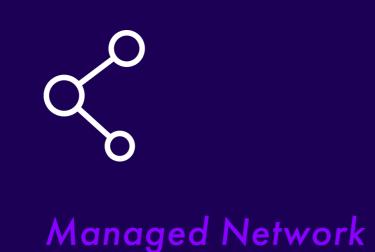
and leavers have the devices

and software they need when

they need them, to managing

your print estate and ensuring

Managed Cloud Softcat UK-based DevOps and Public Cloud Technical teams will fully manage your public cloud environment, ensuring its continual security, innovation, and cost-effective performance.



at its best.

& Connectivity From managing your network infrastructure to ensuring the

connectivity it depends on,

Infrastructure Support

Our UK-based 24x7x365 Secure

Operations Centre ensures your

IT teams have access to vendor

certified network, storage, and

compute technical engineers,

so you can make the most of

your IT investments and ensure

your environment is performing

Softcat can manage your WAN, LAN, and connectivity to ensure your IT environment delivers the lifeblood of your business.



Response team, will ensure your boundary, logs, and endpoints are all monitored and analysed, enabling faster identification and response to security

threats to your business.

Our 24x7x365 highly skilled

Cyber Analysts and Incident

IT Asset Management

Management Analysts will ensure

analysed, so you can be confident

Softcat's UK-based Asset

your investments in software

all your assets are visible

compliant, and cost-efficient.

and hardware are continually



Cloud Support

Softcat's vendor-certified Solution

Architects, FinOps teams and

Chief Technologists will ensure

your public cloud environment

support it needs to be at its best.

has the continual technical



UNCOVER COLLECTIVELY OPPORTUNITIES DEFINE WHAT GOOD LOOKS TO TRANSFORM LIKE We work to We identify the understand where project's goals, objectives, you are today, and potential where you're looking to go and limitations

Our service journey

- how can we help?

No matter where you are in your technology journey,

we are here to support you any step of the way.

what steps are to define what needed for you good looks like. to get there.

ADVISORY SERVICES

REVIEW SUITABLE TECHNOLOGIES We will then refine and review which technologies are most suitable for meeting your desired outcome. **ARCHITECTURE SERVICES**

IMPLEMENTATION SERVICES

DESIGN

YOUR

FUTURE

We capture your

operational and

technical needs

and design a

solution that best

fits your needs.

GIVING YOU PEACE OF MIND We will create a scope of works that clearly defines objectives and milestones to meet for your environment to bring your project.

SUPPORT SERVICES TURNING PLANS INTO ACTION We implement your technology, ensuring compatibility with your existing

technology to life.

Keeping you

Every customer has different requirements, so we

align our capabilities to your needs. If you have

service and operate in an advisory capacity.

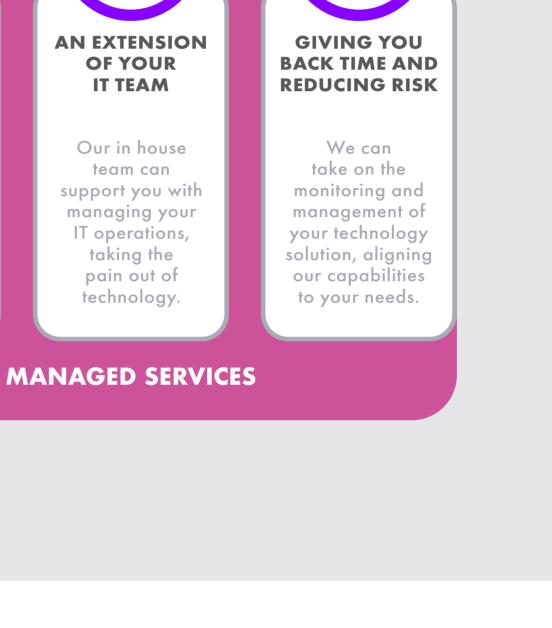
skill sets already in place, we provide our essentials

You decide whether you need a partner for 24/7

operations to help modernise legacy workloads,

support datacentre infrastructure or, an laaS platform

in control





in the cloud. We tailor our service to your needs, whether its overseeing the full stack or managing specific tasks, either way you'll get the time back

you require for your next IT project.

Managed Services that bring your technology to life. Contact your Softcat Account

Manager today or email us on

AtYourService@softcat.com