tdmgroup
we make IT possible

IT Outsourcing

IT Outsourcing

Improving performance, driving productivity and introducing competitive advantages to your business.

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Expert IT support, specialist teams in a wide range of disciplines, comprehensive incident management, stringent SLAs and expert tools and software. Explore the full range of skills, services and resources available to you at a fixed monthly cost.

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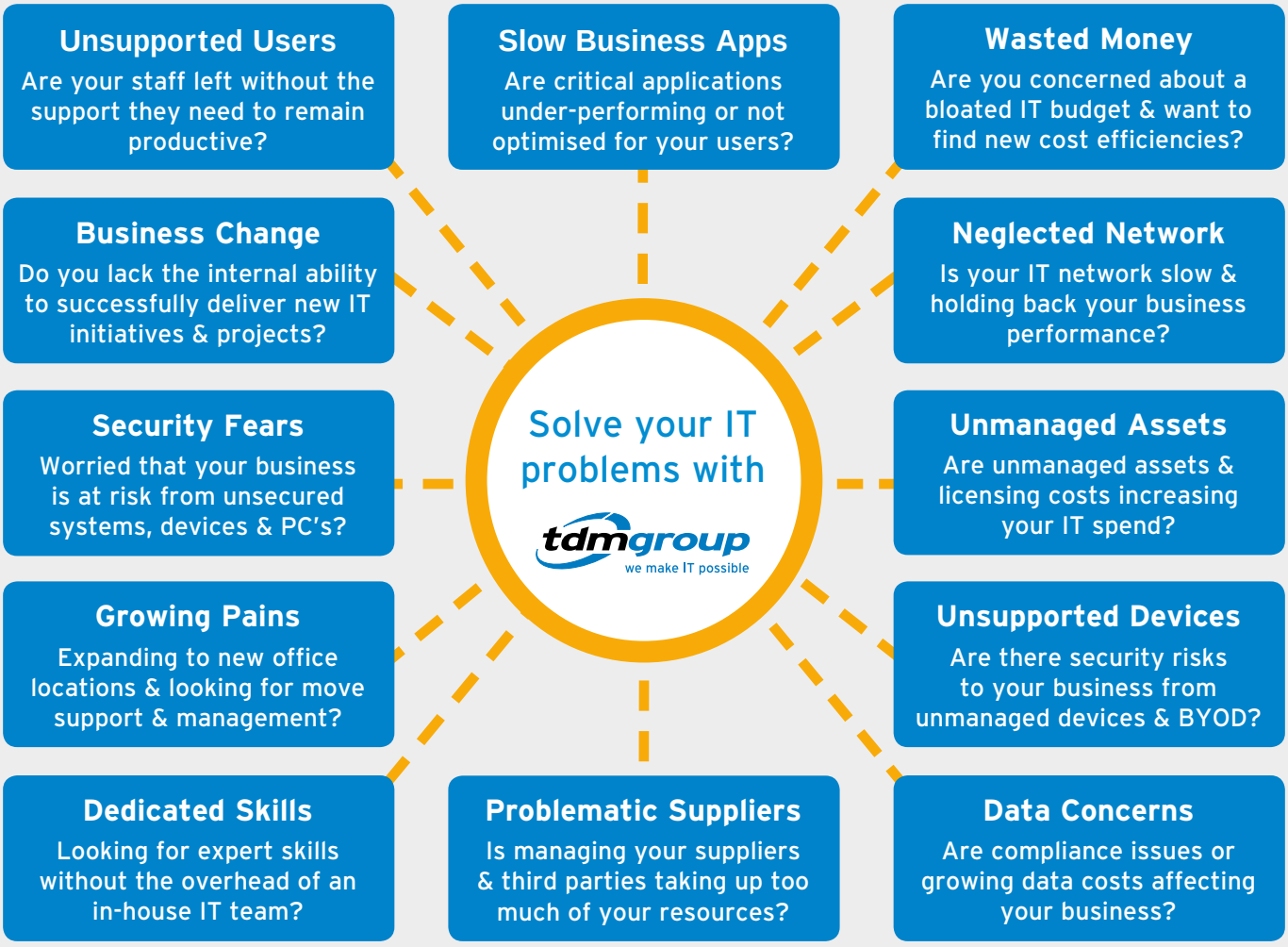
A global customer base, a skilled workforce, almost two decades of experience in a wide range of industries and technologies, as well as a commitment to IT excellence - these are just some of the reasons our customers trust us to support their business.

Improving business performance with IT outsourcing

You're not just outsourcing your IT function, you're relieving yourself of the management, organisation and headaches that go with it. Technology is critical to businesses of every size and its successful management can deliver greater efficiency, new competitive advantages and higher levels of performance to your business.

Our bespoke IT outsourcing model is designed to provide support and resource to augment your business. Whether you need a fully managed help desk function to support your staff, expert management and support for your critical applications or you want to outsource your entire IT department, TDM Group delivers a high quality service that allows you to concentrate on your business objectives without worrying about ongoing IT issues.

Pain points our IT outsourcing solutions can eliminate...



Supporting your users

One of your greatest business assets & investments

Supporting the IT requirements of your workforce is key to delivering higher productivity and improved business performance. The modern workforce has a wide range of diverse requirements and demands a professional and effective support network.

TDM Group balances your requirements for a flexible, mobile and always available work environment, with your business's need for standardisation, cost control and security. We provide expert user support that introduces new economies of scale, improves response time and resolution speed, and manages the successful delivery and maintenance of the technology your users need.

Introducing SmartSupport™ always available

SmartSupport is the expert IT support service from TDM Group. A highly skilled and experienced team, available 24/7 and dedicated to supporting the IT needs of our customers. SmartSupport delivers global coverage, supporting users, offices and IT infrastructure around the world.

How we support your users

Managing user issues

Managing the day-to-day issues and demands of your users can be time consuming and resource heavy, requiring support that is both accomplished in a wide range of skills and has the scale and size to deal with any IT issue.

The SmartSupport 24/7 ITIL service desk provides the necessary scale and the range of IT skills required to successfully support your users. SmartSupport minimises the number of unproductive users by troubleshooting problems with expert staff and dedicated tools. Our ability to solve many incidents at first contact, coupled with our seamless escalation process for more complex issues, allows your users to quickly get back to 'business as usual'.

The service desk acts as a central point of contact for your users, responding to all IT issues and co-ordinating the most effective resolution. SmartSupport delivers dedicated telephone, email and remote support from our experienced and highly trained Service Desk Team. This is augmented by On-site Engineers, who are available to visit your business locations as scheduled or whenever required.

Key benefits of user support

- 24/7, SLA-driven incident management & resolution
- Access to a wide range of expert IT skills on demand
- One centralised service for all your user support issues
- Troubleshooting & support for business applications & software
- Fixed cost support for predictable budgeting

Managing user workspaces

The average user workspace combines a range of software, business applications, desktop office applications and communications tools. These can involve a network of suppliers, licenses, maintenance contracts and support requirements.

SmartSupport brings all of these elements together in one fully managed end-to-end service for every user. This delivers the accessibility, flexibility and stability that your users require as well as the security, control and standardisation your business needs. Applications and software unique to your business can also be supported, as SmartSupport can supply dedicated engineers trained specifically in these areas as part of your bespoke support service.

We take away complexity and implement our processes of workspace standardisation, delivering clarity and control over expenditure back to your business. Your users benefit from a stable, expertly supported working environment and your business benefits from a streamlined and efficient IT budget, without the overhead of running an in-house team.

> TDM Group take on many of the day-to-day headaches and we have the confidence of knowing that the environment on which we rely is in safe hands.
>
> We can take it for granted that everything will work, and are able to focus on our business and clients. For me personally, knowing they're always there to help makes life less stressful.
>
> Ged O'Loughlin, IT Manager, Total Media
> (Customer since 2012)

Managing devices & hardware

Mobile devices, PC's, laptops and printers are key tools for a flexible and productive workforce. SmartSupport provides a fully managed end-to-end service that ensures users have the tools they need, while your business has full visibility, documentation and control over its assets.

SmartSupport manages the day-to-day technical support and troubleshooting of your devices and hardware, as well as providing on-site setup, configuration and maintenance. We manage your suppliers and the procurement process, taking in your requirements and providing back to you the supported tools you need.

By controlling access and enforcing security policies for your network of devices and hardware, SmartSupport can build operational resilience whilst minimising the security risks associated with device loss and theft, as well as data security.

As the working habits of your users change, SmartSupport provides the flexibility and mobility they require to remain productive and connected to your business. We provide and support a range of remote worker solutions as well as Bring Your Own Device (BYOD) options that can offer more cost efficiencies to your business and flexibility to your users.

TDM Group provide a network of proven suppliers that can provide competitive pricing on devices and hardware, ensuring that your IT budget is always lean. We can also make device recommendations that can improve user mobility and productivity, as well as managing and deploying hardware refreshes and upgrades across your business.

Managing your IT infrastructure

Delivering stability & high performance

SmartSupport delivers fully managed IT infrastructure solutions that provide expert monitoring and management to your IT infrastructure, whether its located on your premises or within our resilient data centre suites. We pro-actively monitor the performance of your IT environment 24/7, as well as managing the day-to-day maintenance your infrastructure requires for exceptional performance.

You can concentrate on your business, safe in the knowledge that your IT infrastructure is being expertly managed.

How we manage your infrastructure

Management & maintenance

The technology that powers your IT systems is constantly changing and updating to provide improved performance and protection against new security threats. SmartSupport provides constant hardware and software maintenance for your systems, including upgrade management and deployment of critical patches (including security updates) to versions of your operating systems.

Your business demands the smooth and efficient delivery of applications and business tools on a daily basis. SmartSupport provides centralised management and support of your servers to ensure speed, reliability and constant uptime. We manage account administration and all the day-to-day technical support and troubleshooting, as well as setup, configuration and maintenance of your systems.

24/7 pro-active monitoring

SmartSupport uses a range of expertly managed diagnostic tools to pro-actively monitor the performance, capacity and security of IT infrastructure. IT issues can be anticipated, capacity limits can be predicted and potential risks to your business can be managed and mitigated. SmartSupport minimises your downtime to maximise your business efficiency and productivity.

SmartSupport measures your infrastructure performance and how it impacts your critical applications and business services. By continuously measuring elements such as the performance of your servers, network, storage, business applications and cloud services, SmartSupport can optimise your infrastructure to better meet business objectives and ensure your IT assets are providing maximum value.

Your infrastructure - managed & protected

- Servers - operating systems & virtual environments
- Storage - your critical data & daily backup processes
- Applications - key line-of-business applications, office & web services
- Security & connectivity - network switches, VPN & remote access, firewalls, anti-virus software
- Communications - phone systems (VOIP), network devices & network links

Network security & resilience

SmartSupport manages access and connectivity to your network, acting as the gatekeeper for your critical business systems and data. Threats to your network can come from viruses, mismanaged firewalls, unauthorised devices and even your own users.

By controlling access and enforcing security policies for your network, SmartSupport can build operational resilience and minimise the risk of issues such as data theft and malware attack.

Managed suppliers & third parties

SmartSupport takes ownership of your IT supply chain and manages the relationships with these stakeholders, becoming the central point of contact. This ensures a consistent, managed approach to your supplier network and makes sure your business is never caught out by demand, or let down by performance. Our procurement services and developed network of trusted suppliers, consultants and technology partners brings you a wide range of choice and pricing options.

Why choose our managed infrastructure solutions?

Fully managed & maintained

Your IT infrastructure can be complex, bespoke and made up of a large number of elements that each require different resources to manage. We specialise in bringing all these elements together in one fully managed service, with the scale and expertise to move with changing business requirements.

Our managed services bring predictability, standardisation and structured governance to your IT. Your business gains cost-efficiency through lower service downtime and the more effective use of resources, allowing for greater flexibility and leaner IT budgets.

Consolidated asset sprawl & operational costs

Our solutions can help you consolidate your IT assets and infrastructure footprint, reducing operational costs and complexities. This optimises your IT consumption, reducing the total cost of ownership and bringing a competitive edge to your business.

> "Growth brings its own challenges and needs careful management. TDM Group has helped us build a robust, compliant infrastructure that has stood the test of time and given us the ability to go forward with confidence, knowing we have a proven, flexible infrastructure in place."
>
> Jesus Polo, IT Director, Arqaam Capital
> (Customer since 2006)

Scalability, flexibility & 24/7 global coverage

Whether you need full 24/7 IT support for your critical business functions, specific skills to supplement your current IT department, or a centrally managed IT support service for global office locations, SmartSupport has the scale and expertise to meet all your IT requirements.

As part of the SmartSupport service, you have access to a wide range of on-demand IT skills, resources and headcount available to you at a fixed cost. This ensures that your business is well placed and ready to take advantage of new business opportunities and growth.

Delivering resilience & business continuity

Our solutions keep your business data safe and secure with managed backup and replication procedures. This, coupled with the optimised management of your critical business applications and IT services, brings a high level of operational resilience to your business.

SmartSupport ensures that in the event of a business-affecting incident or disaster, you have the ability to quickly return to 'business as usual' in the shortest possible time. We can also work with you to create and improve IT Recovery Time Objectives (RTO's) with the best Recovery Point Objectives (RPO's) as part of your business continuity plans and compliance requirements.

Delivering professional IT services

Introducing professional IT services & the project office

TDM Group offers professional services that can help you stay ahead of potential risks and position your business to take advantage of developing trends and opportunities for competitive advantage. We can audit your IT systems and processes to identify vulnerabilities, as well as providing the resources required to address and rectify any issues.

Managed IT audit & review

Stay one step ahead of potential threats to your business and regularly test and assess your IT systems with our managed IT audits. These comprehensive assessments scan and capture established IT controls as well as detecting vulnerabilities, configuration violations, licensing breaches and security issues that are impacting your business.

By gaining visibility of your vulnerabilities and compliance issues you can protect your infrastructure and data against external security threats, ensure your business meets country or industry specific compliance regulations and is properly licensed.

Key benefits of an IT audit & review

- Non-intrusive - audits that wont interrupt day-to-day business operations
- Speed - quickly identify & resolve your business vulnerabilities
- Prioritisation - detailed reporting & strategic recommendations for resolution
- Accurate cost projection - for concise & realistic budgeting
- Reduced costs - prevention is less costly than problem resolution
- Confidence - the peace of mind of knowing your business is compliant and protected
- Ongoing compliance - regular audits help you successfully manage business risk
- Visibility - a greater understanding of the health and status of your IT assets

Business change & IT transformation

Leverage our expertise in new technologies and IT service models to transform your IT landscape with new methods of IT consumption. A new generation of delivery models such as Infrastructure, Platform and Software-as-a-Service (IaaS, PaaS and SaaS) can offer innovative alternatives to traditional IT infrastructure services.

TDM Group offer expert consultancy, implementation and migration services and support to successfully introduce new technology to your business. Our solutions allow a seamless transition to cloud delivery models: desktop virtualisation, infrastructure consolidation, IT-on-demand, utilisation of remote infrastructure management and global IT delivery models.

Managed IT projects

Successful IT projects achieve real business change, remove legacy IT problems and enhance performance. Our Project Office Team brings experience, expertise and accreditations in standards such as Prince2 to ensure the successful delivery of your IT projects on time and within budget.

Expanding into a new office location? Planning for an upgrade of your old IT infrastructure? Rolling out a new business application? The TDM Group Project Office Team provide the required experience, resources, multiple skill sets and professional approach to successfully deliver your IT projects.

Managed IT spend

TDM Group's professional IT services can help advise you on how best to synchronise your IT spend with the rest of your business, ensuring reliable budgeting and forecasting, delivering value and developing a lean and agile IT budget that can scale to the changing demands of your business.

Budgetary issues that have traditionally plagued IT departments can be alleviated with our expert approach, our network of tried and tested IT suppliers and technology partners, and the experience we have developed from successfully managing our customers requirements for almost two decades.

Why our customers choose our professional IT services

Stability, security & reliability

A solid foundation of IT services is invaluable, but many businesses struggle to achieve the stability and reliability they need. Our professional IT services are used to identify weaknesses and vulnerabilities, to give expert recommendations and advice on how to resolve these pain points, and to help implement these changes using our Project Office.

Improved confidence in IT

IT can be seen by other departments in your business as a blocker to change or gatekeepers of technology, able to de-rail projects or add unwanted delay to positive business change.

TDM Group deliver expert IT support at user level, a stable and efficient IT infrastructure, as well as departmental management and reporting at board level. By satisfying these objectives, we enable your IT function to support all departments and users in achieving their own objectives, starting a cycle of success that benefits the whole of your business.

Turning IT into a strategic asset

Road-map the future of your business with us and use our expert professional services to achieve your objectives. Plan your future activities confidently, with the full visibility we provide you over your IT systems and current level of investment. Where future IT investment is required, we provide you with the information and expert recommendations you need to make informed decisions.

Whether it's replacing legacy hardware, rolling out new software across your user base, or opening new office locations, TDM Group specialises in providing the expert consultancy and project delivery that enables your business to achieve its objectives with the most efficient IT investment possible.

"We take data security very seriously indeed and do everything possible, with TDM Group's help, to protect business and client data from the phishing and virus attacks that are a fact of life nowadays."

Walid Fakhry, Founding Partner, ESO Capital
(Customer since 2015)

How we deliver

Expert IT knowledge with a customer focus

SmartSupport provides expert IT support that is built on foundations of industry best practice, such as the Information Technology Infrastructure Library (ITIL) and the Help Desk Institute (HDI).

Why ITIL & the HDI?

By combining IT expertise with service industry best practice, SmartSupport utilises successful processes & frameworks that standardise service delivery for efficient, measurable IT support.

- Defined, consistent processes that increase issues fixed at first call
- Prioritising issues in terms of impact & urgency for efficient issue resolution
- Central management that brings service uniformity & consistency
- A clear catalogue of available support services & their business purposes
- Consistent, repeatable processes that bring accurate delivery & effectiveness
- Processes that match issues against known problems to increase resolution speed
- Pro-active processes that identify patterns & trends for long term incident solutions
- Clearly documented accountability for each activity significantly increases efficiency

Delivery driven by SLA

Service Level Agreements (SLAs) are a key part of SmartSupport service delivery and are the measurement for success both internally and externally. Not only are they the agreed benchmark for our response times, but they also form SmartSupport's internal key performance indicators.

We measure and reward internal performance the same way that our customers measure us - response times, resolution times and customer satisfaction. This ensures the entire company is synchronised and motivated to achieving the same goal of happy and supported customers.

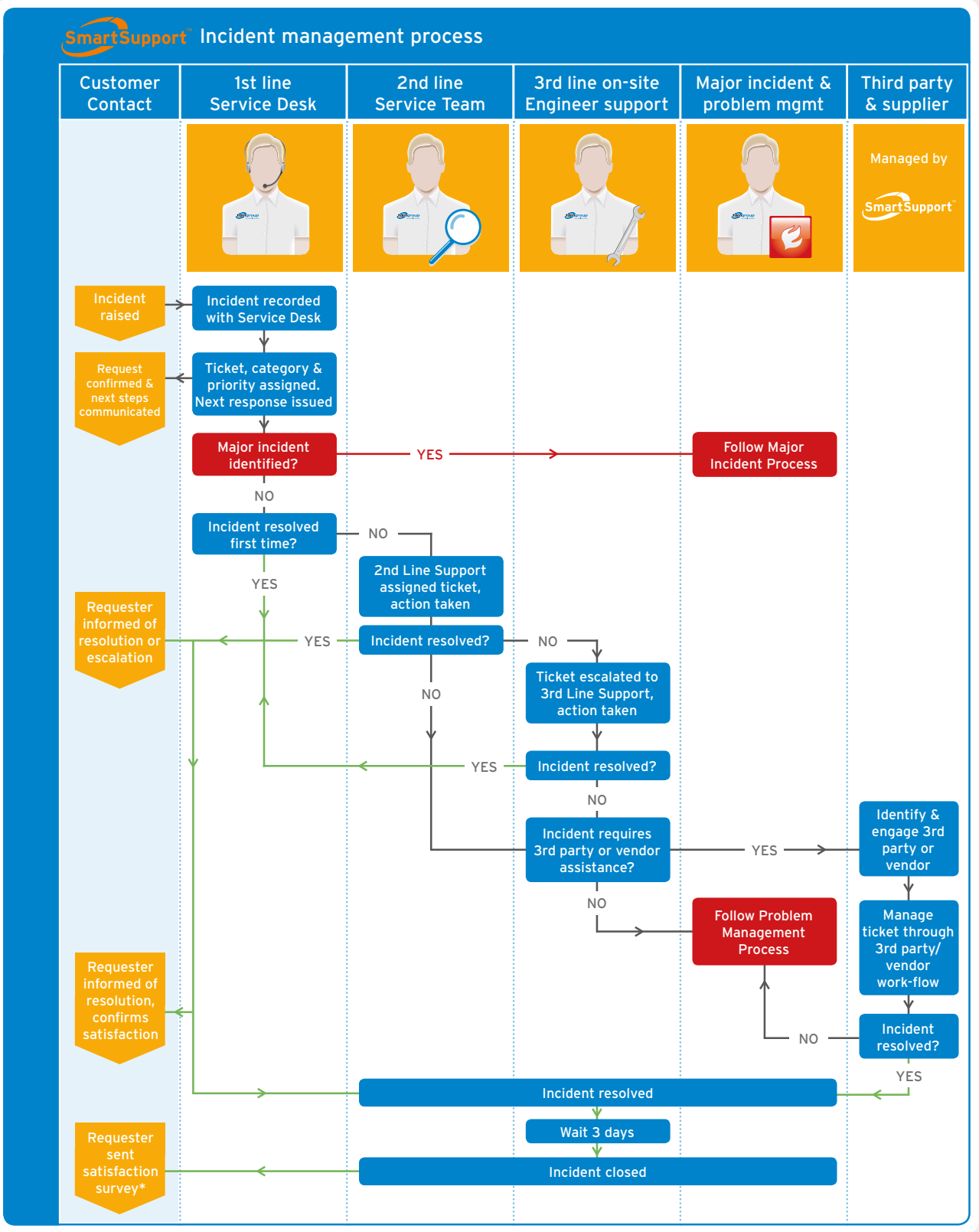
SmartSupport SLA

Priority	Description	Response time*
Core P1	Loss of service	15 min
Core P2	Degraded service / slow response but service still running / critical service restoration	1 hour
Core P3	Non critical issues e.g. provisioning of new services	4 hours
User P1	User's desktop device is unusable and they are unable to perform any work	1 hour
User P2	User has a problem with a specific application or device (printer)	4 hours
User P3	User requests a data restore or change to their desktop device	8 hours

*Response time equates to logging the incident, analysing, updating the user as to the plan of action and commencing the action.

Incident management

SmartSupport operates an Incident Management process that reflects our ITIL ideology and training. Using these processes we are able to detect and identify serious IT threats to your business as early as possible, assigning resource for diagnosis and escalation, and quickly restoring your service to 'business as usual'.

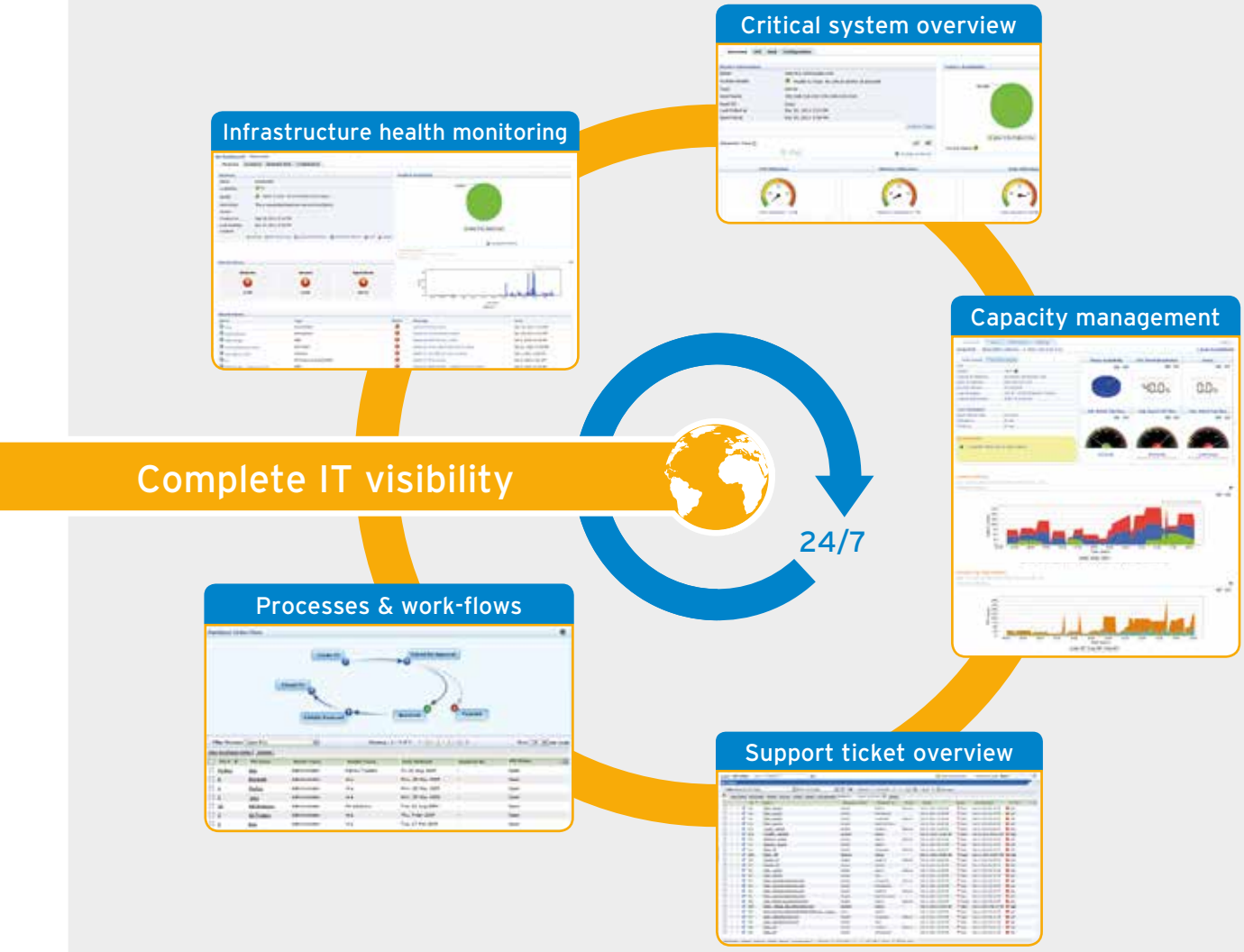


*Survey frequency is responsibly managed and surveys are not sent out for every incident.

How we deliver

Monitoring tools

SmartSupport provides one unified solution that encompasses user support issues, infrastructure performance monitoring and incident management. Our IT support methods are designed to work in partnership with your business, not in isolation, and through our customer portal you can gain visibility of your infrastructure performance as well as transparency over support tickets.



Global customer coverage & remote access

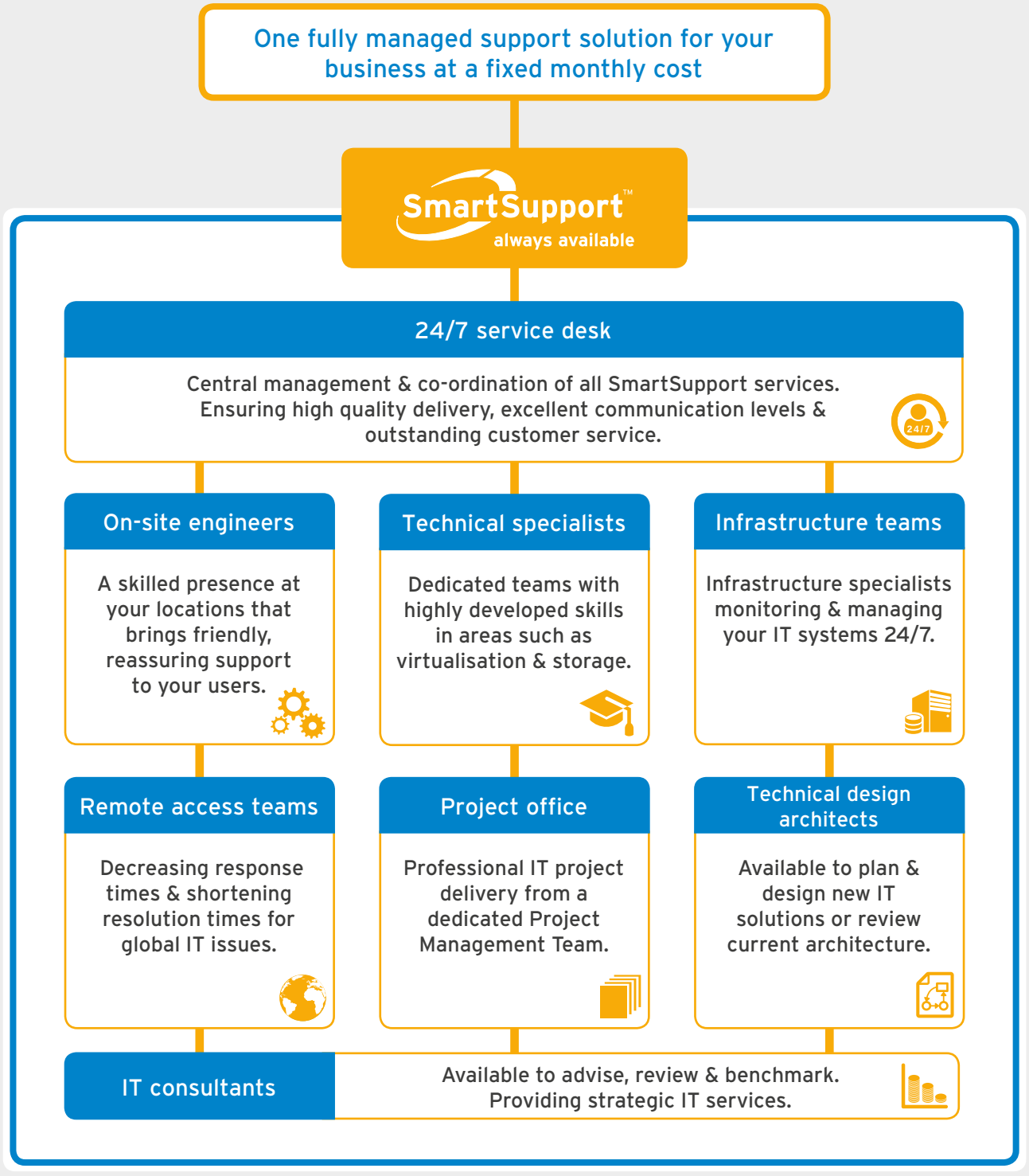
SmartSupport is able to support customer business locations across the world with the same high standard of expert IT support, by providing a centrally managed service that standardises service levels and uptime to agreed SLA's and performance benchmarks.

The SmartSupport remote access teams are able to accomplish a range of tasks remotely and without physical access to your infrastructure, removing traditional geographical barriers. Our range of on-site and remote support expertise offer a fully managed solution for global business locations.

Your on-demand IT team

SmartSupport increases the range of IT skills and resources available to your business, without the overhead costs and resource required to assemble and manage an in-house IT team. Your business has access to the very latest enterprise technology, consultancy and managed IT support services, all tailored to your exact business requirements.

Your solution is billed on a straightforward, monthly basis with no hidden costs or financial surprises. Enabling you to forecast with predictable budgeting and ensuring you get the best return from your IT investment.



About TDM Group

Why our customers choose us

- Our ethos is to become a business partner, not just a supplier. Our experience has shown that by fully understanding the business objectives of our customers, we can provide the technology and expert support solutions it takes to reach them.
- We're business people who also happen to be IT people, so we have a genuine commercial understanding of how technology can improve business performance.
- We deliver technical expertise, achieving results that can substantially improve performance versus an in-house team.
- We are committed to excellent customer service and constantly measure and test our departments to ensure we deliver the best possible levels of support.
- We invest in new technologies, testing and experimenting with the latest products and tools to ensure we always offer the best selection of services to our customers.

Our people

Our staff are at the heart of everything we do and our success as a company has been built on the way we invest in them. We hire smart, experienced people who are the foundations of the exceptional IT support and professional services we provide to our customers.

We believe that excellent customer service comes from a mixture of technical knowledge and strong interpersonal skills. So our staff training programmes combine qualifications and accreditations from our technical partners, like Microsoft and VMware, with training from professional customer service associations such as the Help Desk Institute and ITIL.

As well as this we also encourage personal development and support our staff in achieving the professional qualifications they choose to aid their own career paths. We regularly promote from within our own organisation as our staff become more skilled, qualified and experienced. This brings continuity of service to our teams and departments, as well as clear career paths and progression for our individual team members.

We believe that happy, engaged and supported staff are willing to go the extra mile for our customers and deliver the best service, day after day.

Don't just take our word for it

Our customers are the best judges of our services...

I see it as a long-term partnership. In an evolving market, TDM Group add value to our business, having become not so much a technology partner as a business partner. I always find them very responsive when we contact them and proactive about moving us forward and translating the technology into business value.

Walid Fakhry, Founding Partner, ESO Capital
(Customer since 2015)

Having an outsourced solution from TDM Group enables us to focus our energies on running a successful operation. If something does come up, SmartSupport responds very quickly, even at the weekend. The service is very reliable and they are always friendly and helpful. I've been very impressed.

It's an example of how they've been a great partner over the years. We're very happy with the relationship. No one can match TDM Group for reliability and willingness to support us in trying new things.

Claire Steyert, Internet Development Manager, Schuh
(Customer since 2002)

In this relationship TDM Group provides a trusted sounding-board. I'm very comfortable discussing our issues, plans and projects with them, knowing they'll help us to make the right decision and devise an effective solution.

They handle all the quotes from vendors and suppliers and make recommendations for our final decisions, advising on new, robust and often lower cost technologies, and checking that everything is in order and fit for purpose.

They're able to offer guidance on the technology we need to address new business opportunities.

Jesus Polo, IT Director, Arqaam Capital
(Customer since 2006)

We've built a strong relationship. At our regular review meetings, we're able to discuss our objectives and TDM Group pro-actively suggests potential solutions and technology that will help us to develop.

Together, we constantly look for new ways to streamline the way we work together

Obi Khan, IT Manager, Long Tall Sally
(Customer since 2011)

For more customer stories visit www.tdmgroup.net

Contact us for strategic IT advice

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