

# Our Managed Services can help deliver cost-effective IT support around the clock through high-level technical staff.

## Managed Services

Want to make an almost immediate impact on your IT budget? Consider Logicalis Managed Services, which enable you to focus on your core business while we take care of your IT infrastructure. The Managed Services model is a proven, cost-effective way to deliver higher service levels to your organization—at a fraction of the price you are paying today. Logicalis can help you manage many aspects of your IT operations with a predictable monthly fee.

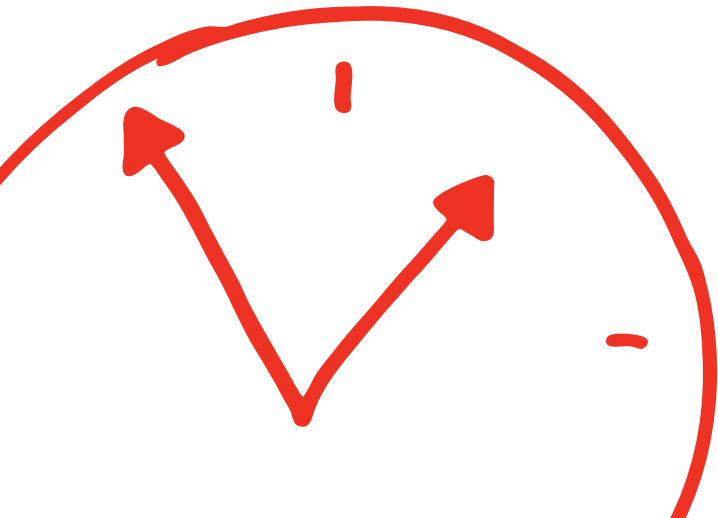
The concept of managed services has come a long way over the past years. What was once thought of as a somewhat risky and aggressive venture is now a necessity for most companies that want to lower costs and stay competitive. Today's managed services market is mature and competitive. It is a great way for you to save money and streamline the efficiency of your IT environment. We provide options to fit every environment: management, hosting, cloud, or virtual services.

## Benefits

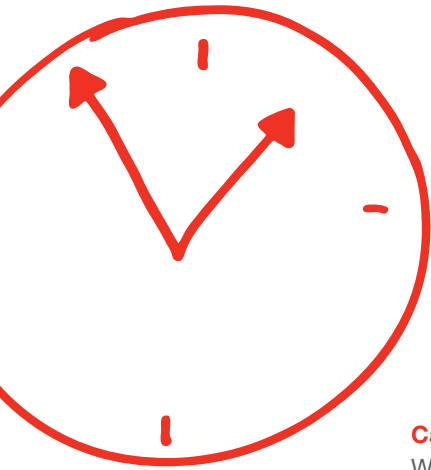
- Reduced costs and clear ROI
- Peace of mind with 24x7 proactive monitoring and management
- Single point of contact
- Managed IT environment with predictable monthly fee
- Access to highly skilled technical resources
- Fully mature ITIL processes—change, incident, problem, and service-level management
- Resources allocated to strategic projects instead of day-to-day management
- Ability to meet service-level-agreement commitments

## Service Offerings

- Back-up
- Database
- Hosting
- Messaging
- Network
- Storage
- Server
- Unified Communications



“Logicalis is really an extension of our IT department. It’s not a vendor/customer relationship. It’s a partnership. Logicalis comes in to help us implement that next great idea.”



#### Case Study: Watts Water Technologies

Watts Water Technologies, Inc. is a world leader in the manufacture of innovative products to control the efficiency, safety and quality of water within residential, commercial and institutional applications. Headquartered in North Andover, Mass., Watts has annual sales of more than \$1.2 billion, 5,900 employees and operates more than 70 facilities across North America, Europe, Asia and Africa.

The following year, Watts added significantly to its managed services contract with Logicalis, including the dedication of a Logicalis solutions architect to help it begin the long process of consolidating and optimizing its global IT environment. A Logicalis managed services expert worked closely with Watts on the design of a flexible package of services tailored to Watts' specific objectives.

#### What can we do for your organization?

Contact Logicalis to learn how we can help.

Visit  
[www.us.logicalis.com/ms](http://www.us.logicalis.com/ms)

Call  
866.456.4422

Watts had worked with Logicalis on a variety of server, storage and network projects since 2004 and was aware of Logicalis' managed services offering, but its longstanding tradition of handling IT itself caused it to keep systems management in-house. With demands from users increasing and his budget tightening, by 2008 Watts' director of global IT shared services, Ty Muscat, decided it was time to give managed services from Logicalis another look.

In its first year as a managed services client, Watts was able to do more for less—logging a 10 percent return on investment (ROI). More importantly, the first year as a managed services client demonstrated the true potential of a partnership with Logicalis, which the two companies have been growing into ever since.

For all the technology involved, Muscat says it has been the Logicalis people who have made the partnership with Watts so rewarding. “Normally when you look at outsourcing, you just become another customer to a large organization, and you never know who you are working with,” Muscat says. “It’s different with Logicalis because you really do get to know all the people you are working with. And that’s important. That’s when everyone can actually start acting like a part of your team.”

Muscat says the quarterly reviews that are part of its managed services agreement with Logicalis have enriched the relationship and opened opportunities for expanding services. “The periodic reviews are very important for building that close working relationship we have developed over the years. During the reviews, we are able to meet and talk to the people who are actually managing our environment. Meeting face to face like that makes everything we’re doing real for everyone involved.”