NIL

NIL OPERATE

COMPREHENSIVE IT ENVIRONMENT MANAGEMENT MODEL

ARE YOU STILL ABLE TO KEEP UP WITH BUSINESS TRENDS?

More and more business user requirements, market challenges and rapidly evolving IT technologies call into question the traditional approach to IT environments and resources which provides that equipment as a whole is to be owned and managed by companies themselves by failing to deliver sufficient flexibility, capacity and cost-effectiveness companies require to be able to successfully meet their business objectives.

Efficient and advanced IT that requires continuous investment into equipment and staff training proves (too) costly for many a company thus, typically, creating a large **gap between internal business users and the IT department**. Users namely expect more and more functionalities and rapidly provided IT services, while the IT department is overwhelmed by administrative work and restricted by the existing and oftentimes obsolete infrastructure, lengthy new equipment procurement procedures and, of course, by the budget intended for IT purposes.

CONSUMPTION OF IT DEPARTMENT RESOURCES

■ administrative and operational tasks

■ business development and optimization tasks

Research shows that IT departments spend as much as **80 per cent** of their time performing administrative and operational tasks, thus leaving only minimum resources to business development and optimization tasks. New IT service provision models thus hold a considerable potential for your business and can significantly contribute to a greater performance of your company.

* Data based on research undertaken by Gartner, Inc.

FREE YOUR IT

A changed approach to providing IT services can considerably improve the flexibility and efficiency of your company and reduce operating costs

An increasing number of companies are opting **to shift to external IT resource management and various rental models pertaining thereto**, as these facilitate access to cutting-edge IT resource management technologies and know-how as well as the reduction and greater predictability of expenses.

External management provides IT departments with the opportunity to pay greater focus on development and strategic tasks – that is, **on drawing up new services and optimizing business processes**.

Flexibility Efficiency Operating costs Time for strategic tasks

You are the business and process expert, we are the IT environment experts

As part of the approaches described above, you can avail of the comprehensive **NIL Operate** management model that facilitates entrusting us with your IT environment in full or part.
NIL provides **all the equipment, applications and know-how** required for efficient IT environment component management.

CHARACTERISTICS OF MANAGING YOUR IT ENVIRONMENT WITH YOUR OWN RESOURCES COMPARED TO MANAGING IT WITH EXTERNAL RESOURCES:

CHARACTERISTIC	OWN MANAGEMENT	NIL OPERATE MANAGEMENT
COMPETENCIES	restricted and bound to specific IT experts	wide, with plenty of experts and experience in similar projects
FOCUS	technical details and day in day out tasks	development, IT strategy and Service Level Agreements
RESULTS	bound by the efforts made by your IT experts	provided by the Service Level Agreement
PRICE	dynamic, subject to the equipment purchased	contractually bound by the scope of service
LIABILITY	your IT experts	contractual
RISK	lies on the shoulders of your specific IT experts	contractual, detailed documentation belongs to you
SERVICE LEVEL	not assessed	specified and in compliance with financial options and business requirements

NIL OPERATE PROCES

requirements, managed services

SLA

NIL

you

service provision terms and conditions
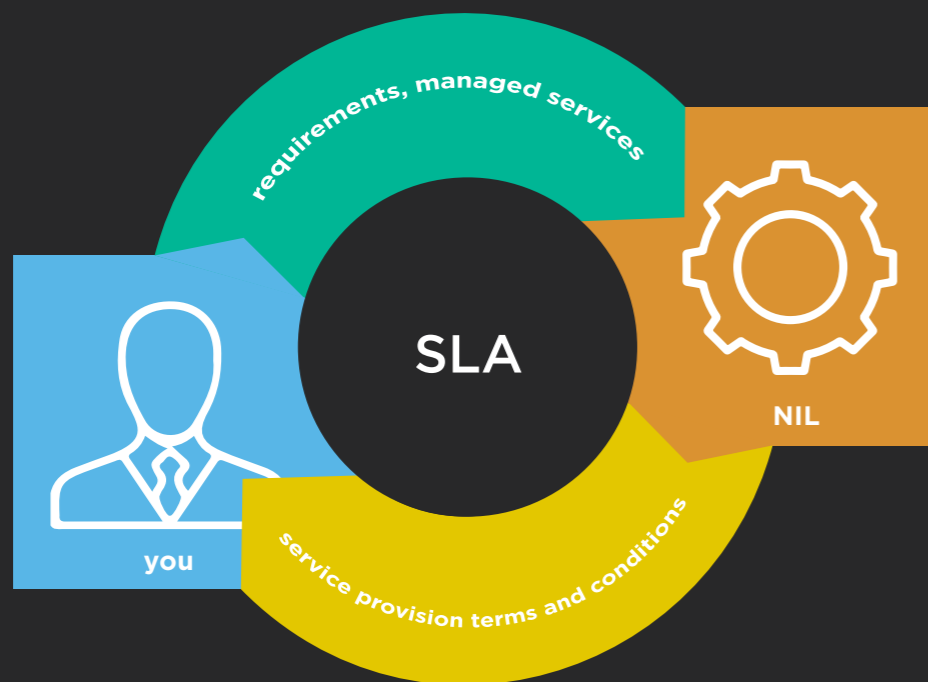
Reliability and safety guaranteed

As NIL, we are aware of the fact that our reliability and your trust are essence for the model, the management level is laid down by a binding agreement (SLA – Service Level Agreement).

Our credibility is demonstrated by two certifications: ISO 9001 (Quality Management System) and ISO 27001 (Information Security Management System).
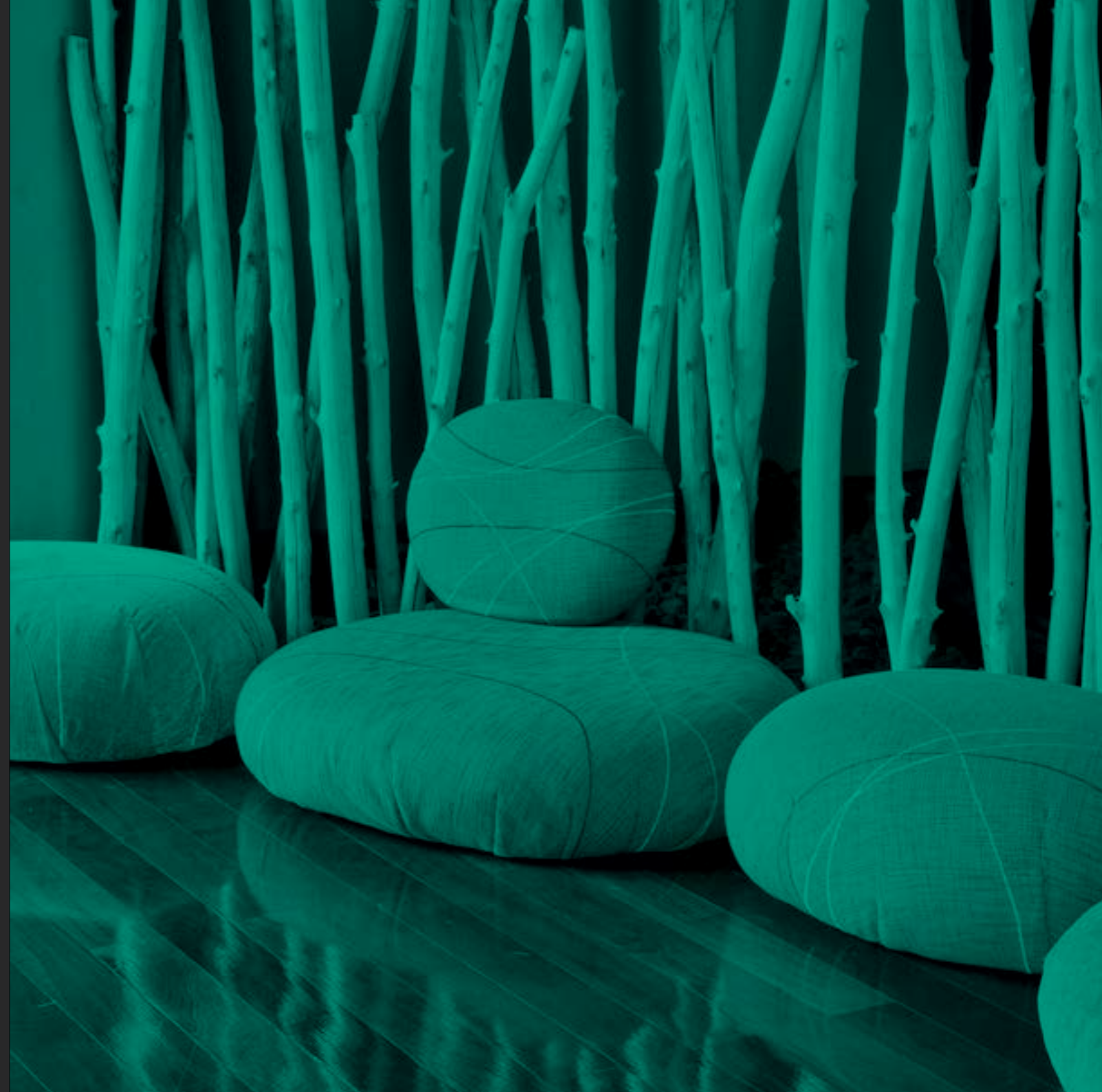
BUSINESS ADVANTAGES

NIL Operate provides you with a significantly **more flexible IT environment** and the following advantages as compared to your own management thereof:
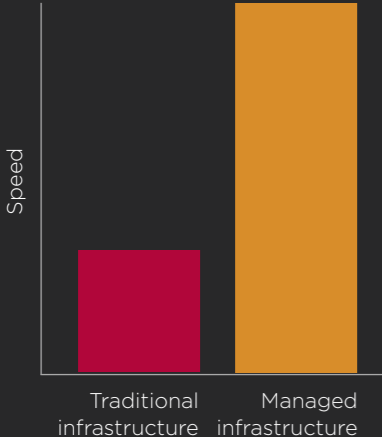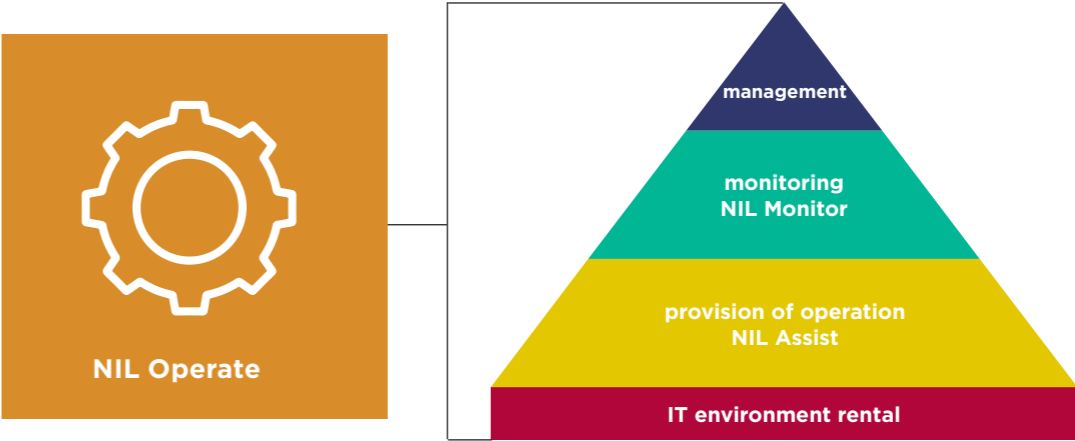
- predictable IT department budget by not having to invest into equipment (CAPEX),
- focus on the principal activity of your company,
- focus of internal IT experts on development and strategic tasks,
- reduced operating costs,
- faster and easier introduction of new services,
- high level of technical support without having to recruit any additional IT experts,
- zguaranteed level of availability of IT services,
- access to expertise without having to provide IT experts with specific and expensive training,
- simplified adaptability to changing business requirements.

MANAGEMENT

NO NEED TO WORRY ABOUT DETAILS, EVERYTHING IS INCLUDED

NIL Operate provides either management of a **specific IT service** (such as IP telephony) or **your IT environment as a whole**.

NIL Operate has been designed on the following closely linked elements:

NIL Operate

- management
- monitoring NIL Monitor
- provision of operation NIL Assist
- IT environment rental

SPEED OF ADAPTABILITY TO BUSINESS REQUIREMENTS

NIL provides you with the appropriate IT environment, while your IT experts are finally granted both the opportunity and time required for developing IT that complies with the requirements and expectations of your business users and clients.

Speed

Traditional infrastructure   Managed infrastructure

All service management and operation terms and conditions which are of relevance for your business are laid down by the **SLA – Service Level Agreement** that defines the following:

- the availability of specific IT services,
- time-limit for and method of performance of various operational tasks,
- time-limit for and method of reporting identified IT service operation deviations,
- time-limit for and method of introducing new IT services,
- method of regular IT service operation reporting.

MANAGEMENT PACKAGES

SELECT AN APPROPRIATE PACKAGE OR ASK FOR A TAILORED ONE

NIL Operate is available in three basic packages that can be adapted, where necessary, to your specific requirements and business models.

Management is provided in the following areas:

- data communications,
- data center,
- mobility,
- security,
- Microsoft working environment,
- computer equipment,
- IP telephony and video conferencing systems,
- office equipment.

SERVICES	BASIC	STANDARD	ADVANCED
PROVISION OF IT EQUIPMENT		✔	✔
PROVISION OF BROADBAND CONNECTIONS			✔
IMPLEMENTATION OF CHANGES	✔	✔	✔
MONITORING OPERATIONS AND ALERTING	✔	✔	✔
TECHNICAL ASSISTANCE SERVICE	✔	✔	✔
RECOVERY OF INCIDENTS	✔	✔	✔
SERVICE LEVEL PROVISION – SLA		✔	✔
STRATEGIC AND TACTICAL CONSULTING			✔
INTRODUCTION OF NEW FUNCTIONALITIES AND SERVICES			✔
RECORDING AND DOCUMENTING SETTINGS	✔	✔	✔
WEEKLY TECHNICAL REPORT ON THE CARRIED OUT ACTIVITIES	✔	✔	✔
MONTHLY REPORTS AND PLANNING OF NEW ACTIVITIES		✔	✔

DESIGNS

LOCAL, SHARED OR EXTERNAL MANAGEMENT?

Shifting to the NIL Operate IT service provision management model foresee the **delegation of management tasks to NIL**; several scenarios are possible with regard to IT environment ownership and location.
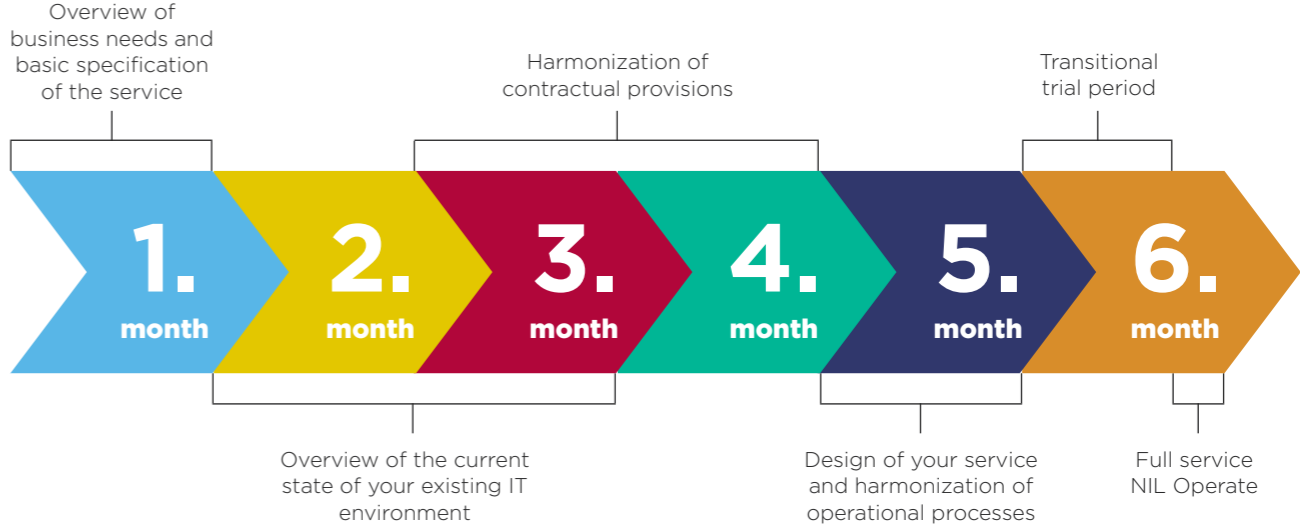
They depend on the qualifications and number of your IT experts, capacity of your data center, relevancy of the service as well as your security requirements and financial resources.

	EQUIPMENT OWNER	EQUIPMENT LOCATION*	MANAGED SERVICES ARE RENDERED BY
LOCAL	you	at your premises	NIL and you
SHARED	NIL	at your premises	NIL and you
EXTERNAL	NIL	NIL	NIL

* The function of specific pieces of equipment requires them to be installed at the location of the final user (network equipment, IP telephones, user computers, office equipment: photocopying machines, printers, fax machines, etc.).

SHIFTING YOUR IT INFRASTRUCTURE TO EXTERNAL MANAGEMENT

NIL Operate arrangements are made within about six months.

Overview of business needs and basic specification of the service

Harmonization of contractual provisions

Transitional trial period

1. month
2. month
3. month
4. month
5. month
6. month

Overview of the current state of your existing IT environment

Design of your service and harmonization of operational processes

Full service NIL Operate

EXAMPLES OF MANAGED SERVICES

IT SOLUTUTIONS AS MANAGED SERVICES

Managed data center:
Following the methodology of NIL HyperCenter and NIL Flex IT, NIL provides either full or partial management of the data center infrastructure, subject to ownership and location of the equipment and the desired resource monitoring. You are provided with the entire platform, on which your applications run. These remain your only concern.

Managed back-up data center:
Does your company apply its own data center, but you are concerned that major disaster can occur and your primary center may break down? NIL provides fast and flexible rental of IT resources on its infrastructure which can be easily applied to creating your own back-up data center, including rental of memory, processor and storing resources and network connectivity.

Managed wireless network:
An increasing number of your users apply mobile devices and seeks to access data on your servers, causing inconvenience to you. If you are not positive how to go about introducing a wireless and safe solution that would suffice for internal users and guests, leave this to us. Only teach your administrative staff how to easily grant wireless access to your guests when necessary.

Managed application of mobile devices:
Smart phones and tablets have become so widespread that access of employees to company data anywhere and anytime is a given. Our managed solution can, in a controlled manner, boost the productivity of mobile users without compromising security in your company. Do not worry too much if a mobile device is stolen, because data are continuously securely stored in your data center.

Managed Microsoft environment:
Would you like to introduce a collaboration environment with the Skype for Business tool and by integrating with the Exchange system? Are you overwhelmed by managing Window-environment user computers that undergo a continuous cycle of updates and changes to user settings? NIL provides experts in planning of and introducing automation to such environments as well as in virtualization. You only need to consider if your users will (and, if so, until when) continue to use PCs.

Managed firewalls, anti-intrusion and content management systems:
Are you not in the possession of the know-how and time to implement complex security policies pertaining to access and exchange of data via firewalls and with other networks? Do you receive spam mail or even viruses on a daily basis as your security systems are not regularly updated? Leave all the complexity pertaining to setting up and managing network security systems on a daily basis to us.

Managed IP telephony:
In addition to providing basic operations of IP telephony, NIL is also willing to provide your users with additional instant messaging, e-mail system integration, distant collaboration and video conferencing systems. Instant messaging and user statuses will quickly bring you up-to-date with when your associates are available.

Managed video conferencing service:
You are aware of the fact that video facilitates the presence of people far away as well, which is why you seek to introduce this solution but do not want to invest too much into video equipment at the very beginning? If your video conferencing service is managed, all the main equipment is installed by NIL, you only apply personal conference webcams and video systems provided as part of the managed service. NIL does not claim that you will need to meet fewer times but that your meetings will definitely take up less of your time.

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