The Trust Managed Service

Powering business with an end-to-end managed service. Our solutions and services are scalable, robust and secure to deliver real business benefits.

What do you need to know about Managed Services?

Our Managed Service can help customers realise:

01 A reduction in IT expenditure

02 New technology adoption

03 Migration to a hybrid cloud model

Reduce recurring in-house costs by

30% to 40%

80% of network outages are due to changes

The Importance of a Managed Service Model

We offer a managed service built to enable an agile enterprise — supporting hardware, software, and services we can future proof your business by supporting changing business requirements.

Offload the operational burden of your IT infrastructure, applications, and data with a Cloud-like experience through a service level agreement (SLA) or service level objective (SLO)

Accelerate delivery of more technology in a world where IT is increasingly used to drive virtually every business forward

Value propositions that abstract the complexity and operational burden it takes to get solution value

Consolidate the number of vendors

What's best for IT Management?

Maintain the IT infrastructure internally with a go-it-alone approach, a DIY model. This is the traditional route taken by most organisations and presents some very thorny issues from a financial and operational perspective.

**DIY Approach –
Manage In-House**

**Outsource -
Third Parties**

As a managed service provider whose value-add is to assume IT operations for you. You have access to their technological expertise and refined processes, which are in most cases far superior to the organisation's internal capabilities.

Need to consider a Managed Service?

Are you faced with the challenge of ensuring your IT infrastructure is operating at optimal levels of performance, and simultaneously managing the spiraling costs associated with that goal?

Consider a Managed Service!

You will benefit from quicker adoption of new technologies that can bolster your core business, increased uptime and infrastructure efficiencies, and a much higher level of user satisfaction. Speak to us today about our Managed Service offering.

We believe in a partnership with our customers, and we see something more than just taking away some of your expenses and all of your IT concerns. We feel that you probably want to achieve a deeper business-oriented outcome, one that allows your professionals to do what they do best—their core business.

Our methodology is to blend the best people, processes, and tools to achieve IT assurance

What makes the Trust Managed Service different?

We work with you every step of the way to tailor a managed service to suit your business. At Trust, we provide a full managed service across our solution offerings, comprising of Datacentre deployment and management, customer service desk with full support and maintenance, hardware management, application hosting, security and consultancy.

Our flexible offering can include:

- A packaged solution with a choice of components
- Operational updates to software
- Scheduled servicing by local team
- Flexible term lengths
- Comprehensive maintenance including hardware, software, repair, replacement

Exemplary levels of customer service

We pride ourselves on exceptional customer service, with our team handling numerous calls a day. Our team deal with every query in a professional and timely manner to ensure our customers receive the best customer service. Our team reached an average customer satisfaction score of 99% for 2022.

99%
Great

Tailor a Managed Service to suit your business with Trust

Choose from our three base service packages, these can be adapted to your business requirements:

Bronze

Basic Support

- Entry Level/Standard
- Normal Business Hours
- Remote Support

Silver

Managed Service

- Remote Support
- Pro-active Monitoring
- Service Management
- Vendor/RTB Management
- Patching/Platform Management

Gold

Premium Service

- 24×7 Remote Support
- Field Engineering
- Problem Management
- Service Specific Components (Engagement/Content/Capacity)

Our Managed Service Delivers

Digital transformation has resulted in IT being embedded in all business functions with their own decision-making power and budgets

Focus your people on outcomes not administering systems

SLAs from experts to suit your business model

Reduces cost of managing multiple technologies

Pivot and adjust to reach advancement, customer demands

Reducing the number of vendors to manage

Resilience and business continuity

Skillsets required to manage multiple and the struggle for talent

Agility to change your systems

OpEx vs CapEx – predictable costs over a predicted timeframe

Why choose Trust Systems?

At Trust, we offer Managed Services built for the agile enterprise, serving up hardware, software, and services at the time of purchase, with the pricing and delivery agility to support changing business requirements over time. Benefit from offloading the operational burden of your IT infrastructure, applications, and data with a Cloud-like experience

18,404 devices managed across **2,500** sites

110,902,318 sensor scans

11,527 infrastructure devices supports

15,479 cases closed

Figures as of June 2023

Speak to our Team of Experts:

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