



Orchard Managed Services

Taking the pain away from your IT teams



An extension to your team with comprehensive managed and hosted services.

The expectations of users today is high when it comes to performance of systems and IT hardware. These demands are putting a lot of pressure on IT departments to deliver and this is multiplied in companies with 100+ users. This usually results in internal IT resource not having the time or budget required to provide a level of service which keeps employees working and competitive in challenging marketplaces. It can be hard to constantly monitor systems, ensure all updates and patches are rolled out fast, keep ahead of the latest security issues and maintain hardware.

This is why more and more companies are turning to managed service providers.

Since 2004, our expert team here at Orchard has provided a range of services which compliment companies and help them to work towards their strategic objectives. We provide a single point of contact to all solutions and third party systems in use, freeing up internal resources from day to day issues so they can focus on more critical tasks.

Our customers see us as an extension to their in-house IT teams with technical expertise within the housing sector. We give them peace of mind that issues will be spotted early and resolved fast.

Moving to a managed service provider enables your IT budget to go further with predictable costs and resources available all year round. It is a completely scalable solution which can grow/reduce as required. Orchard also offers a range of hosting services, all securely stored in an ISO 27001 accredited data centre and fully comply with GDPR regulations.

People first solutions



Our Managed Services include



Realtime monitoring



**Daily system checks
& backups**



**Monthly database
copies**



Planned maintenance



Application support



Technical support



Out of hours cover



**Updates and
upgrades**

Out of Hours Support

At Orchard we understand that disaster can strike at any time, meaning our customers need our help regardless of whether it's day or night. To help provide customers the peace of mind that we are there when they need us our technical consultancy team offer a great out of hours service.

Having our team available to you whenever you need them allows you to know that any system availability issues or planned maintenance/upgrades are all being taken care of so you can carry on with business as normal as quickly as possible.

Customers can choose from the following two out of hours options:

- Have us available on-call up to 7 days a week
 - Dedicated Out of Hours number
 - Reactive monitoring
 - Performing Live application upgrades
 - Performing system maintenance such as Windows Updates, Log file truncation, database defragmentation, etc
 - Support your team or Orchard's during application maintenance such as backups, Workflow imports, dataloads, implementations, etc.
 - Assist with disaster recovery invocation
- Have us on standby when you need us e.g. when you are undertaking a big IT project and you may require extra support for a specific period to ensure your Orchard Solutions come back online without issue.



Enhanced services:

Hosted services

Moving to the cloud is something most companies are looking to do but it can be daunting. We offer a range of hosting services to kick-start your cloud journey so users can benefit from being able to access apps, data and email wherever they are.

Remote Desktop Server (RDS)

Break free from the constraints of local desktop setups by moving to a fully scalable session-based desktop instead. Users will be able to connect into their session via any device enabling increased productivity wherever they are working.

Disaster recovery

Being offline can cause irreparable financial and reputational damage to companies. Our range of disaster recovery solutions ensure the best business continuity and include on-site to cloud services too (DRaaS). This forms part of our Infrastructure as a Service platform which provides a “Virtual Data Centre” where servers and services are replicated, so in the event of a failure, the service can be failed over with no data or connectivity loss to you.

People first solutions





Hardware and software provision

Take away the headache that comes with purchasing and licensing hardware and software for your business. Let us take care of that for you instead, utilising our vast range of contacts we can get great deals for you.

Networking infrastructure

Having the best staff and hardware in place is only good if the right network is in place to support them. We can set up companies with secure networks that can cope with the growing demands placed upon it, including high-speed internet and reliable Wi-Fi (including secure guest networks).

IT transformation services

In order to remain ahead of the competition, businesses need to constantly be moving forward and evolving IT environments. Our team can help assist this transformation overcoming any issues to ensure the best setup regardless of IT budget.

Benefits of managed services:

- Controlled and predictable IT costs and resource
- Fast response time
- Access to constantly evolving team of trained technical engineers
- Leaves you to focus on core tasks
- Enhanced compliance and security, with the latest security threats monitored and protected against
- Specific in-house knowledge/single person dependency is a risk
- Resources need to focus on IT Transformation projects
- Hiring limitations are a problem
- System downtime is a worry
- Updates and release management are a burden

People first solutions





“Entering into a Managed Services agreement combined with hosting has proven to be a transformational change and I recommend that every Orchard customer should give serious consideration to making it an integral part of their implementation.”

John Young
Housing Operations Manager (Property & Technology)
Ashford Borough Council



Orchard

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