

# Introducing

## SYNTAXone

***A unique IT outsourcing solution***

**SyntaxOne** is a comprehensive IT support solution that is based upon the combination of ITIL best practice and corporate quality standards to ensure a secure and reliable IT environment. It was conceived to greatly simplify the provision of support services and its objective is to provide a single point of contact to manage all IT support for a business, hence the name **SyntaxOne**.

### The SyntaxOne framework

**SyntaxOne** is a framework with components that can be chosen and implemented independently giving customers increased flexibility and control. Through automation of the day-to-day management of systems we are able to provide a large part of IT services remotely without compromising the quality of the support. By applying standards, processes and policies we are able to control the environment better and manage IT more effectively.



The components of the framework include:

- **User support & assistance**
- **Pro-active server management**
- **Systems monitoring**
- **Network administration**
- **Security management**
- **Desktop lifecycle management**
- **Hardware maintenance**

# Key Business Benefits

## Increased IT reliability and availability

By implementing rock-solid IT standards and controlled management processes we are able to increase the reliability and availability of servers and workstations, leading to greater productivity and higher customer satisfaction.

## High quality support

**SyntaxOne** is a high quality solution delivered under an ISO 9001:2000 quality system and developed in accordance with ITIL best practice, the de facto global IT management standard.

## Cost effectiveness

By using proven technology to automate IT management processes and by carrying out day-to-day tasks remotely, we work more efficiently and cost-effectively.

## Flexibility

**SyntaxOne** is a framework of components that can be selected independently, and customers decide how much or little support is required.

## Control

The **SyntaxOne portal** gives the customer complete control of IT, providing real-time system availability information, plus full details of all service requests and how they have been resolved.

## Performance Management

**SyntaxOne** is provided through a comprehensive Service Level Agreement that provides the full details of each service and a set of tailored response times. This means that the IT services can be tuned to meet the needs of the business, and most importantly, that IT performance can be measured against pre-determined criteria.

“Syntax are our strategic partners for IT and outsourcing takes away the distraction of IT, allowing us to focus on growing the business.”

**Simon Martin**, Director,  
Curzon Global Partner

“...the SyntaxOne management service has improved the reliability and availability of our core IT systems.”

**Tim Pyle**, IT Business Manager,  
Simon & Schuster UK Ltd.