

SERVICES OVERVIEW

FLEXIBILITY, INNOVATION AND SERVICE EXCELLENCE

Founded over 30 years ago, Lexel is one of the largest privately-owned providers of ICT services and solutions in New Zealand. An agile and innovative organisation, Lexel has a staff of over 170 and annual revenues exceeding \$60m.

With extensive expertise in services and ICT solutions, Lexel consistently delivers on both quality and innovation. Across both New Zealand and Australia, customers can rely on Lexel's commitment to service excellence, every time.

Managed Services

Taking a holistic approach, Lexel offers tailored managed services across **our entire** range of services & solutions.

Support Services

Support for all major hardware and software brands.

Service Desk. 24 x 7 locally based support. Target SLAs.

Field Services. Onsite support with nationwide coverage. Includes break/fix, relocations, and wireless.

Managed Services. Desktop, server infrastructure (including SQL), monitoring, storage, Wi-Fi and network.

Retail. Full retail solution including POS, surveillance, CRM, Customer experience. Retail specific service desk.

Cloud Services

Readiness, planning, migration and support:

Backup as a Service. Managed service or self-service.

Skype for Business. Hosted locally or offshore.

Microsoft Cloud. Office 365, SharePoint, Teams, Azure.

Citrix Cloud. End-to-end delivery and management.

Private Cloud. Cloud to meet your unique needs; Consulting, design, implementation and support.

Data centre services. Rack space, circuits, networking, WAN. Fully customisable.

Service Management Office

Business Intelligence. Proof of concepts, custom projects, through to a fully managed, customisable BI service.

Service Delivery. Best of breed practice, incorporating processes, procedures, delivery and reporting.

Service Management. Defining, maintaining and managing standards for IT Service Management.

Virtual CIO. A senior member of our team fulfilling the role of CIO in your business; part-time, full-time or as required.

Professional Services

Unified Communications. From voice to contact centre. Broad range of expertise providing end-to-end UC solutions.

SharePoint. Consulting, design, migration, document management, e-forms, implementation & support.

Skype for Business. Online, on-premises or hybrid. Consulting, design, implementation and support.

SQL Server. Online, on-premises or hybrid. Consulting, design, migration, implementation and support.

Networking and Security. Assessments, planning, design, integration, support and monitoring.

Digital Transformation. Connecting people, data, and processes to technology, to improve the customer experience.

Microsoft Planning Services. Proof of concept and deployment planning for Microsoft Office, Skype for Business, SharePoint and Azure.

Microsoft Solutions & Services. Online, on-premises or hybrid, Lexel is one of the most highly certified Microsoft partners in NZ.

Surveillance & Analytics. IP based video surveillance, video analytics, and asset security services.

