

ICT MANAGED SERVICES









PROVIDING STABLE AND RESPONSIVE IT SYSTEMS

Rather than trying to keep pace with ever-changing technology or hire experts in-house, the team at Lexel Systems offers a range of ICT managed services to support your business.

With decades of experience delivering ICT managed services, you're not hiring just one employee, you're taking advantage of the enormous breadth of expertise within Lexel. In addition, Lexel's customers benefit from well-defined policies, processes, procedures, governance and reporting - reducing risk and maximising service levels.

Consistently delivering on both quality and innovation, Lexel's ICT managed services ensures your IT systems run smoothly and efficiently, giving your business the cutting edge over your competitors.

Why Lexel?

-  **Service excellence.** At Lexel, consistently delivering service excellence is at the core of everything we do.
-  **Access to expertise.** Through Lexel's managed services, you're taking advantage of the expertise of an entire organisation.
-  **Buying power.** With 20+ gold and silver vendor accreditations, Lexel's ICT managed services customers benefit from our strong partnerships and buying power.
-  **Cost effective.** Lexel will design an ICT managed service to meet your business budget and SLA requirements. Fixed monthly costs provide financial predictability, scaling as your business grows.
-  **24 x 7 support.** Lexel's experienced NZ based service desk is available 24 x 7, 365 days a year.
-  **Operational excellence.** Lexel's well-defined policies, processes, governance and reporting reduces risk and maximises service levels.
-  **Onboarding.** Whether migrating from inhouse IT or from an existing supplier, onboarding to Lexel is a smooth, efficient and seamless process.
-  **Client Delivery Management.** At Lexel, all managed services customers have a dedicated Client Delivery Manager, your 'go to' person facilitating service excellence for your organisation - *within our business.*

Our ICT managed services include:

Modern Workplace. Harnessing the power of Microsoft 365, Lexel will deliver a managed services solution spanning collaboration, productivity, security and device management.

Microsoft Azure. Lexel's Azure managed services delivers peace of mind for every step of your organisation's Microsoft Azure cloud journey, spanning services, solutions and support.

Teams & Collaboration. With the largest Microsoft collaboration practice in NZ, our managed services spans Teams, SharePoint and Adoption & Change Management.

SQL Server. Lexel's dedicated team of DBAs offers a range of managed services including health checks, remediation, migration, 24 x 7 support, management and monitoring.

Service Desk. 100% NZ based, Lexel's service desk is available 24 x 7, 365 days a year. For organisations requiring an on-site service desk, Lexel can deliver a fully functioning service desk at your location.

Endpoint. Monitoring, maintenance and management of your end-points, maximising operational efficiencies and reducing risk through world-class security.

Server Infrastructure. 24 x 7 x 365 monitoring and management of your server and cloud infrastructure with SLAs to meet your unique business needs.

Networking solutions. Lexel delivers a full spectrum of managed network solutions; from assessment, network design and architecture through to management.

Cyber Security. Focusing on prevention, Lexel's tailored cyber security solutions span end-point protection, network security and cloud security.

Backup & disaster recovery. Lexel's backup and recovery experts provide peace of mind; ensuring your data is safe, secure and available when you need it.

Retail. Lexel operates a specialist division delivering managed services designed specifically for retail businesses, including end-to-end support, POS systems and stock management.