



● IMACD services Installs, moves, additions, changes, disposals ●

Daisy IMACD Services give you immediate access to highly skilled resources across a wide range of vendors, products and technical skill sets – ensuring a fast and cost effective model to resource, manage and deliver New Configurations, Relocation, Provisioning of Additional Services, Reconfigurations and Removal.

Offered nationwide and designed to complement remote diagnostics (Service Desk) and maintenance support, these value added services are delivered by regionally based engineers – and tailored to cover precise operational, technical and business requirements. Our IMACD clients include Price Forbes, Passenger Focus and the National Trust for Scotland.

What's covered?

IMACD Services from Daisy are delivered by skilled resources geographically located across the UK, reducing the cost and administrative pressures on in-house IT. They are typically used for Business As Usual (BAU) activities that occur as a natural pattern of trading (for example: starters, leavers, relocation) alongside technical refresh projects.

- **New Configuration (Installs)** – provisioning new hardware, pre-configured with base installation of O/S system and core applications. This can include unpacking, commissioning and testing, handover, and deskside training
- **Relocation (Moves)** – undertaking office moves within buildings and relocation to new premises, supported by additional scheduling through Project Office services
- **Additional Services (Additions)** – cost-effective skilled resources across disparate locations to manually support global changes to a core environment, such as a new client application, in the absence of automated toolkits or network capacity for in-house remote provision
- **Reconfiguration (Changes)** – cost-effective skilled resources across disparate locations to manually support global changes to a core environment, such as a version upgrade
- **Removal (Disposals)** – as part of a refresh cycle or BAU activity, we can recover assets and handle all aspects of removal

How You Benefit

Whatever your IT or business needs, we can handle essential IMACD activity faster and more cost-effectively than it's possible to deliver in-house. We can take care of all IMACD requirements while you focus on core business.

- Scalable resources on demand: combining and customising services for specific needs, flexing with your requirements
- All services co-ordinated and can be delivered via a single point of contact
- Improving IT service delivery while simultaneously reducing the costs associated with in-house delivery – avoiding the expense of running inefficient small-scale operations
- Flexibility in accessing skilled highly-accredited resources
- Transparent costings for control and budgeting; commercial rates clearly aligned with the skills and time required to undertake specific tasks

Additional options

- Project Management – proven approaches delivered by dedicated Project Managers, and supported by Project Office services, assist in scheduling engineers, delivering logistics and allocating resources, ensuring the right people and equipment are on-site at the right times
- Disposal Services – in line with EU directives (WEEE), we deliver removal services as part of a mix of IMACD activities or as a standalone deliverable; this includes safe and clean equipment disposal, environmentally-friendly wherever possible

Governance and best practice

An active corporate member of the IT Service Management Forum (itSMF), Daisy is fully engaged with the development of best practice in IT service management, standards and qualifications – so our customers always benefit from the latest skills, proven processes and industry-recognised practice. Our service management system is conformant with ITIL processes and provides a range of management information as metrics and Key Performance Indicators (KPIs), reviewed on a regular basis. We actively promote compliance with ISO/IEC 20000.

If appropriate, we use the PRINCE2 methodology in Project Management to control and manage tasks, with Change Management and Change Control agreed as part of project scope and various templates used during a project's lifecycle, customised to specific customer and project requirements.

To find out more about Daisy consultancy services speak to one of our specialists today:

 **0800 040 88 88**

 **sales@daisygroup.com**

Why Managed IT Services from Daisy?

Today's internal IT function cannot be all things to all people at all times, staying on top of the latest technology and meeting changing demands while facing constant pressure on budget, headcount and resources. This is where Daisy can help you to reduce costs, enhance IT service levels, eliminate risk and profit from innovation through a complete range of managed IT services – all informed by business-focused consulting and with business continuity embedded. We develop a deep understanding of your set-up and requirements then advise on the right services to optimise efficiency while driving costs down. In addition to Service Desk, other Managed IT Services include:

- Service Desk
- Deskside Services
- Software Support
- Hardware Support & Maintenance
- Systems Monitoring & Management
- Network Monitoring & Management
- Managed IT Lifecycle Services
- Service Delivery Management
- Business Consulting