



Second Service Overview

Mercia ITS is a strategic support provider specialising in end-to-end IT services across the UK. Our services are split into 3 key areas, 'Professional Services', 'IT Support Services' and 'Managed Services.' Our IT services portfolio is designed with our customers' needs in mind, providing them with an efficient and flexible service.



Professional Services

Cyber Security

- > Cyber security architecture
- > Security operations & threat intelligence
- > Risk management & governance
- > Cyber security education/training
- > Miscellaneous (e.g. secure asset disposal/destruction)

Enterprise Platform & Workplace

- > Digital transformation & adoption
- > Cloud readiness assessment & planning
- > GDPR compliance with Office 365 & EM+S
- > Health & security assessments
- > Design, deployment, integration & migration services

Data Centre Networking

- > Multi-vendor data centre infrastructure solutions
- > Private/hybrid cloud design & implementation
- > Software-defined WAN connectivity solutions to the DC
- > DC network virtualisation solutions – ACI / NSX / VXLAN
- > End-to-end project design & delivery

Enterprise Wireless

- > Comprehensive wireless site survey – pre- & post-deployment
- > Radio frequency (RF) optimisation
- > Cisco Classic, Cisco Meraki, Aruba & Ruckus
- > Wireless LAN design, configuration & deployment
- > Project management

Data Centre Virtualisation

- > Software-defined data centre solutions (compute, networking & storage)
- > Hyper-converged infrastructures
- > Disaster recovery solutions for highly virtualised DC environments
- > Enterprise mobility and digital workspace solutions
- > Health check services

Pre-sales & Project Support Desk

- > Experienced, knowledgeable project managers & project co-ordinators
- > Dedicated pre-sales team for end-to-end support
- > Bespoke sales request system for logging & monitoring of all requests
- > Completely tailorable service & documentation
- > All opportunities pre-qualified for quick turnaround

Enterprise Networking

- > Enterprise, branch & small business routing & switching
- > Network secure access & admission control
- > Network guest & BYOD services
- > Centralised network management & monitoring
- > Ongoing support & managed services

Unified Communications & Collaboration

- > Multi-vendor solutions
- > System health checks & network readiness assessment
- > Solution planning, design, implementation & adoption
- > On-premises, hybrid & cloud solutions
- > Support & managed services



IT Support Services

Hardware Maintenance

- > Multi-vendor, multi-technology
- > Guaranteed fix times within defined SLAs
- > Nationwide network of skilled, accredited field-based engineers

FLEX Software support

- > Remote BAU software fault resolution & incident management
- > Three tiers of support – Standard, Hybrid, Premier
- > Pre-purchase model of 30 minute support units

Service Desk

- > 24/7 support, 365 days a year
- > UK-based service desk providing single point of contact
- > Unlimited SLAs through our Service Level Management
- > Secure customer portal so incident calls can be tracked



Managed Services

Lite

- > 24/7/365
- > Hardware maintenance
- > Monitoring & alerting
- > Summary reporting
- > Reactive incident

Essentials

- > 24/7/365
- > Hardware maintenance
- > Monitoring & alerting
- > Summary reporting
- > Reactive incident
- > Inclusive RU budget/device

Premium

- > 24/7/365
- > Hardware maintenance
- > Monitoring & alerting
- > Summary reporting
- > Reactive incident
- > Inclusive RU budget/device
- > Administration
- > Change management
- > Problem management
- > Proactive incident
- > Ad-hoc reporting
- > Full SDA reporting

Supported Vendors



For more information please contact us today:

Tel: 0808 164 2640

www.merciaits.uk