

Most IT teams spend 80% of their time supporting 20% of their environment ... we give you that time back

## V-Layer Benefits

Opting for our Cloudlake V-Layer Managed Service over a traditional IT support service gives you access to a dedicated team of technical specialists providing you with the following benefits:

- ☑ Keep pace with demands for increased IT expertise
- ☑ Free up time for your IT team to stay focussed on your core business
- ☑ Reduce staff resourcing issues
- ☑ Increase your service levels
- ☑ Improve your RTO/RPO times
- ☑ Quickly implement new technology
- ☑ Flexibility to add or remove services
- ☑ Proactive rather than reactive
- ☑ 24/7 availability
- ☑ Predictable monthly billing helps you control IT costs
- ☑ No-obligation 30-day rolling contract avoids long-term/vendor lock-in

## What's included?

- ☑ Service Desk
- ☑ Patching and Management
- ☑ Proactive Monitoring
- ☑ Incident Response Times from 30 minutes for Critical Events
- ☑ Capacity Planning
- ☑ Unlimited "Tickets"
- ☑ Dedicated Technical Account Manager
- ☑ Regular Service Reviews with Monthly Reporting
- ☑ Risk Reports

Running your IT infrastructure is becoming ever more complex. Autodata's V-Layer Managed Service is designed to give you more time to focus on business operations rather than just keeping the lights on.

## What is the "V-Layer"?

The V-Layer can include everything that sits behind the operating system, be that Windows, Linux or something else:

- Firewalls and Routers
- Network Switches
- SAN/NAS/DAS Storage
- Servers and Virtual Hosts
- Hypervisors including VMware and Hyper-V
- Backups e.g. Veeam, Commvault, Veritas, Arcserve, Acronis etc.
- Cloud Services

## Why V-Layer?

The IT team typically spends a disproportionate amount of time working to resolve issues that sit within the V-Layer. From checking last night's backup ran successfully (and if not, why not) to identifying and ensuring relevant patches are deployed, to handling and resolving one-off incidents, most IT teams spend more time keeping everything running than advancing IT forward within the business. We aim to give that time back and allow your IT team to become more proactive.

Our services ensure that your systems operate in peak health, lowering the chance of any incidents occurring, lessening business risk and maximising ROI of costly systems and hardware. The only way this can be achieved is by constant proactive management: incidents need to be responded to immediately, patches rolled out regularly, systems continually monitored for improvement/general health, all whilst assessing and planning capacity to ensure future goals can be met.

We operate as an extension of your internal IT team, understanding your strategic and operational objectives and ensuring your "V-Layer" is ready to deliver on them.

