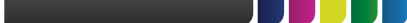




MANAGED SERVICES



K3 MANAGED SERVICES GUIDE TO SYMBOLS

K3 Managed Services offer a flexible portfolio to help improve your IT infrastructure. We design, procure, implement, manage and support a wide range of solutions to help you gain more from your investment in people and technology. Our aim is to work closely with your organisation to better utilise your IT systems in order to deliver added value to your business.

As a Managed Services provider and one of Microsoft's largest UK channel partners, we have the knowledge and capability to help your organisation do more with your investment in IT.

K3 MANAGED SERVICES

- Helps reduce the cost of critical processes
- Maximises uptime from your IT systems
- Drives continuous system improvement



	INFRASTRUCTURE
	CRITICAL APPLICATIONS
	ENTERPRISE APPLICATIONS
	K3 SENTINEL
	NETWORK & COMMUNICATION
	SECURITY
	REMOTE USERS
	BUSINESS CONTINUITY & DISASTER RECOVERY
	I.T. SUPPORT & MAINTENANCE



K3 MANAGED SERVICES INTRODUCTION

K3 MANAGED SERVICES, A MEMBER OF K3 BUSINESS TECHNOLOGY GROUP

K3 Managed Services is part of K3 Business Technology Group, an AIM listed software and services group which supplies, installs and supports Microsoft based business planning and management software and related infrastructure principally to retailers and manufacturers. K3 has over 1,200 customers operating across 20 countries including large to mid-tier retailers, manufacturers and distributors.

With this significant and growing customer base, K3 is one of Microsoft's largest channel partners in the UK and is a member of Microsoft's 'Inner Circle' Club which is reserved for the top 60 partners worldwide. As such, K3 has top level access to Microsoft's products, strategies and new developments, bringing considerable business benefits and depth of expertise to the group.



HOW WE INTEGRATE INTO YOUR COMPANY

K3 Managed Services works in partnership with your existing IT resources to ensure the smooth day-to-day running of your critical systems. Our flexible approach allows us to tailor solutions to your needs, becoming an integral part of your IT operations to deliver cost efficiency and productivity.

Our first step is to understand your requirements and build a proposal based on your operational needs, budget and ongoing support requirements. Through a process of fine tuning, we design a proposal that offers the best fit for your business. Next our systems integration teams build, test and implement your solution based on our proposal, backed by detailed documentation. Once you are happy with our implementation, we hand over the day-to-day support to our dedicated in-house teams which will help to maintain optimum performance 24 hours a day and 365 days a year.

Our position as provider of hardware, enterprise software and ongoing support removes the "blame culture" associated with IT systems and allow you to concentrate on your real business goals. We provide a single point of contact to quickly get you the help you need and as a Microsoft Premier Support Partner, we have high level, priority access to resolve any issues as quickly as possible.

K3 Sentinel, our enterprise wide services support platform, helps us manage the entire process efficiently to ensure that your systems are always monitored. While the experience of our staff ensures that we always have somebody on hand with the knowledge needed to resolve your IT issues quickly.



→ INFRASTRUCTURE

“OUR INFRASTRUCTURE TEAM HAVE BUILT A STRONG REPUTATION AMONGST OUR CLIENTS BY DELIVERING PROJECTS ON TIME AND TO BUDGET. BY FOCUSING ON WHAT THE CUSTOMER NEEDS AND GIVING A RANGE OF OPTIONS, WE CAN HELP TO IMPROVE THE RELIABILITY AND PERFORMANCE OF CRITICAL INFRASTRUCTURE AND DRIVE DOWN COSTS.”

Howard Joseph, Managing Director

THE PROBLEM

POORLY SUPPORTED AND UNRELIABLE I.T. INFRASTRUCTURE REDUCES YOUR OPERATIONAL EFFICIENCY, HINDERS PRODUCTIVITY AND DAMAGES YOUR BOTTOM LINE PROFITABILITY

Reliable and secure IT infrastructure is an essential requirement for all successful enterprises. However, many organisations struggle to manage the rapid pace of change within information technology and neglect infrastructure as they pursue their core business activities. For larger companies, long term IT strategy planning to provide competitive advantage is often overlooked as hard pressed IT staff deal with more urgent day-to-day matters.

OUR SOLUTION

K3 MANAGED SERVICES CAN DESIGN, PROCURE, IMPLEMENT, MANAGE AND SUPPORT A WIDE RANGE OF INFRASTRUCTURE SOLUTIONS

K3 Managed Services offers a complete infrastructure solution. Our expertise spans from your desktop PC's and servers through your local area networks to helping provision and manage your wide area and partner networks. With expertise across every facet of modern IT infrastructure, we provide a holistic approach to design, procurement, installation and support.

To cater to different types of organisation, we offer a wide range of infrastructure options including on-site, remotely managed and fully hosted environments.

CONSULTANCY

Our consultants will work with you to scope your infrastructure requirements, taking into account your existing systems, whilst looking to provide enhanced efficiency and functionality.

INFRASTRUCTURE DESIGN

Following the system parameters developed by our consultants, we then design the infrastructure solution to encompass all your requirements.

ON-SITE DEPLOYMENT

Our infrastructure specialists will pre-build your solution in our technical workshop facilities before performing the on-site deployment to ensure a smooth transition from your existing platform.

PROJECT MANAGEMENT

Our project managers will work to your requirements to either fully manage a project or provide a bespoke element of a larger task.



CRITICAL APPLICATIONS

“OUR CRITICAL APPLICATION MONITORING TEAM HAVE A DEEP KNOWLEDGE OF THE ERP ENVIRONMENT WHICH IS BACKED UP BY DEVELOPERS AND TECHNICAL ARCHITECTS WHO CAN HELP US TO IMPROVE RELIABILITY AND PERFORMANCE OF BESPOKE APPLICATIONS. BY FOCUSING ON A SMALLER APPLICATION GROUP, WE ARE ABLE TO DEDICATE MORE RESOURCES AND OFFER A LEVEL OF SERVICE THAT A TRADITIONAL SUPPORT AND MAINTENANCE COMPANY JUST CANNOT MATCH.”

Andy Makeham, CEO



THE PROBLEM

MAINTAINING OPTIMUM PERFORMANCE AND AVAILABILITY OF YOUR CRITICAL APPLICATIONS IS VITAL TO ENSURE YOUR BUSINESS IS ABLE TO COPE WITH A TOUGHER ECONOMIC CLIMATE AND FLEXIBLE ENOUGH TO MEET NEW OPPORTUNITIES

For many organisations, ERP, retail and financial systems are the most critical elements of their Information Technology estate. Unscheduled downtime, data loss or even poor performance can be disastrous and quickly hit revenues. Most of these critical applications will be heavily modified from the off-the-shelf version making it vital that the entire infrastructure is supported by specialists with detailed knowledge of the software deployed and underlying hardware. The sheer complexity and critical nature of these applications require high levels of support to ensure they are always available and running to peak performance. The cost considerations of hiring and retaining specialist staff also makes critical application services a much sought after requirement.

OUR SOLUTION

K3 MANAGED SERVICES ARE ERP INFRASTRUCTURE SPECIALISTS

As part of the K3 Group, our Managed Services division has extensive experience in the implementation of, and ongoing support for critical ERP applications. K3 has deployed retail business systems, ERP, CRM, financial, logistics, manufacturing and other major enterprise applications to over 1,200 customers across the UK and Europe.

We have deep levels of technical expertise available to us in-house spanning various ERP applications. We can provide you with a complete managed service for your critical infrastructure to ensure high availability and the best possible levels of performance. Our economy of scale means we are the most cost effective option for protecting your investment in these critical applications. With our help, your system managers can instead focus on adding value to the business and waste less time keeping your infrastructure working.

HIGH AVAILABILITY

We design fault tolerant solutions to improve the reliability of your critical applications. From resilient servers, to remotely synchronised databases, we have built up a great deal of knowledge gained from our extensive network of customers.

FULLY SUPPORTED SOLUTIONS

We offer effective managed service solutions utilising advanced management tools for ERP applications supported by our 24/7 Network Operations Centre. Our application specific expertise allows us to provide proactive and rapid problem resolution.

SYSTEM ADMINISTRATION

Our operations team will remotely optimise your systems and perform 'housekeeping' duties to ensure your critical applications are running at optimum performance.

DATA INTEGRITY

Through a deep understanding of the data structure used across our core application frameworks, we can help you keep your information secure and quickly recover critical data in the event of any incidents.



ENTERPRISE APPLICATIONS

“BY BUILDING AN ACCURATE PICTURE OF THE ASSETS AT EACH CLIENT AND PROACTIVELY MANAGING POTENTIAL, OUR HELP DESK IS AN EXTREMELY COST EFFECTIVE OPTION FOR OUR CLIENTS WHO WANT TO GET ON WITH THEIR REAL BUSINESS AND NOT HAVE TO WORRY ABOUT I.T.”

Lauren Waterman, Customer Services Manager



THE PROBLEM

MODERN BUSINESSES WOULD SIMPLY GRIND TO A HALT WITHOUT THEIR SUITE OF PRODUCTIVITY, COMMUNICATION AND WORKFLOW APPLICATIONS

From humble word processor documents and spreadsheets to the constant flow of emails; although less glamorous than big, powerful ERP systems, many organisations are now heavily reliant on these enterprise applications.

A typical 1,000 employee organisation will use around 200 applications from the desktop to the server. The cost of licensing, management and support for even relatively simple software packages will often require one IT manager per 100 employees. The cost of training and retaining IT staff is often high and as businesses move to more flexible working patterns, the prospect of providing out of hours technical support or rapid response is a serious strain on IT budgets.

OUR SOLUTION

K3 MANAGED SERVICES CAN DESIGN, IMPLEMENT AND SUPPORT KEY ENTERPRISE SOLUTIONS

We can help you to reduce the cost and complexity of managing your core productivity software suites whilst at the same time providing enhanced end user help desk services. Through a combination of remote monitoring, problem resolution tools and our telephone helpdesk, we can help your IT staff to focus on the higher value activities and less on 'fire fighting'.

EMAIL SOLUTIONS

We can provide you with either a remotely managed or fully hosted email solution. Our services also extend to managed spam filtering and virus detection to help protect your organisation.

SQL PLATFORMS

As a leading Microsoft partner, we have the knowledge and expertise to supply and implement the most appropriate SQL platform for your needs. In addition, our expertise will ensure that your Microsoft SQL Server platform is delivered cost effectively.

OFFICE PRODUCTIVITY

Our service includes end user support and training on a full range of common office productivity tools from leading manufacturers. We can also help you migrate users to newer software versions including data conversion.

APPLICATION MONITORING

Our K3 Sentinel Management Enterprise Applications framework can monitor your Enterprise Applications for performance and stability issues so our remote engineers can take corrective actions to ensure availability.

SOFTWARE LICENSING

We can help you to reduce your software licensing costs by tracking actual usage patterns to ensure the correct number of licences and applications are maintained. In many cases, the savings made from removing unused applications is significant.



→ K3 SENTINEL

“I.T. MONITORING IS A CRITICAL REQUIREMENT FOR ORGANISATIONS OF ALL SHAPES AND SIZES AS DEPENDENCE ON INFORMATION TECHNOLOGY GROWS. K3 SENTINEL ALLOWS EVEN THE MOST BUDGET CONSTRAINED ORGANISATIONS TO MEET THE BEST PRACTICE REQUIREMENTS THEY EXPECT OF THEIR I.T. DEPARTMENTS WITHOUT RELINQUISHING CONTROL AND WITH FULL VISIBILITY OVER KEY PERFORMANCE INDICATORS.”

Neil Homer, Business Development Manager

THE PROBLEM

THE COMPLEXITY OF I.T. AND THE SHEER VOLUME OF CRITICAL DATA MAKE IT DIFFICULT AND TIME CONSUMING FOR ORGANISATIONS TO CONSTANTLY MONITOR VITAL SYSTEMS

From ensuring application performance to routine tasks such as checking the status and validity of data backup, many IT departments are struggling just to maintain the status quo.

OUR SOLUTION

K3 SENTINEL PROVIDES MONITORING, ALERTING, REPORTING AND PROACTIVE I.T. HOUSEKEEPING FOR YOUR CRITICAL I.T. SYSTEMS, APPLICATIONS AND DATA

K3 Sentinel offers a single integrated system to allow our team at the K3 Network Operations Centre to quickly respond to any issue with real-time visibility on systems under management. Combined with our experienced support desk, responsive field engineers and high level consultants, this service offers a turnkey solution for highly efficient and cost effective problem resolution.

With Sentinel, we can provide you with accurate reporting on the current state of your IT infrastructure, any issues that have occurred and how they have been resolved as well as statistics on utilisation and availability to help you better plan your long term IT strategy. The flexibility of Sentinel allows each customer to have unique parameters to tune the level of monitoring, alert generation and reporting sequence based on the individual requirements.

MONITORING

Sentinel provides 24/7 monitoring of every layer of your IT infrastructure from hardware elements such as network switches and file servers through to critical databases and ERP systems.

ALERTING

The system provides emerging trend and real-time incident alerts based on a whole host of parameters to allow us to resolve issues before they impact on your operation.

REPORTING

Our detailed management reports allow you to gain more visibility and control over your IT estate as well as detailed information on issue resolution and longer term trends to aid planning.

HOUSEKEEPING

K3 Sentinel automates many of the routine but often overlooked tasks busy IT departments need to perform on a regular basis such as data backup and integrity checking, patch management, event log inspection and licensing compliance.



NETWORK AND COMMUNICATION

“OUR K3 SENTINEL PLATFORM USES A WIDE ARRAY OF NETWORK MONITORING AND INSPECTION TOOLS WHICH ARE SUPERVISED BY A HIGHLY SKILLED AND DILIGENT TEAM. BY LOOKING AT BOTH EVENTS AND OVERALL TRENDS ON OUR CLIENTS NETWORKS, WE CAN REACT BEFORE A PROBLEM ESCALATES.”

Matthew Murray, Implementation Manager



THE PROBLEM

EVEN THE TEMPORARY LOSS OF VITAL NETWORK AND COMMUNICATION LINKS CAN SEVERELY CRIPPLE A BUSINESS AND CAUSE LONG TERM DAMAGE TO REPUTATION AMONGST CUSTOMERS AND PARTNERS

Modern data and communications networks are incredibly complex. Many enterprises in the UK now use some form of combined voice and data network, although this has reduced costs, it is vital that any disruption to the converged network is minimised.

As organisations start to rely more on network connected resources like partner and supplier web portals, or even hosted applications, the availability and performance of the network is under increased scrutiny.

OUR SOLUTION

K3 MANAGED SERVICES CAN UPGRADE AND MANAGE YOUR EXISTING NETWORK TO IMPROVE AVAILABILITY, OPTIMISE PERFORMANCE AND REDUCE SUPPORT COSTS

Our network and communication services both monitor and proactively take steps to ensure performance and reliability. Our integrated K3 Sentinel platform constantly monitors each critical element of your voice and data network including switches, routers and PABX's to ensure availability. In addition, by looking at trends and usage patterns, we can help you run a more efficient communication network.

NETWORK MONITORING AND PROACTIVE TROUBLE SHOOTING

24 hours a day and 365 days a year, our Network Operations Centre can both monitor and intervene remotely to maximise availability. While our on-site engineers can help fix issues at short notice with coverage available across the UK.

NETWORK UPGRADES AND MIGRATION SERVICES

Whether you are thinking of moving to a Wireless network or upgrading to a faster gigabit LAN, our teams can help design, implement and support your project from start to finish.

MANAGED & HOSTED VOIP SERVICES

To help you reduce your operational costs, we can offer you a fully managed or hosted Voice over IP solution with functionality in excess of a traditional on-site PABX.

RESILIENT INTERNET CONNECTIVITY

Our engineering teams can implement network infrastructure that is designed to work even under the most extreme circumstance. Through the use of diverse routing and multiple data providers, our resilient data services are designed for maximum uptime.



→ SECURITY

“OUR IN-HOUSE SECURITY TEAM WORKS CLOSELY WITH OUR CLIENTS TO BUILD SERVICES THAT MATCHES THE NEEDS AND PROCESSES OF EACH ENVIRONMENT. WE ALSO PROVIDE A VALUABLE INDEPENDENT AUTHORITY TO ENSURE THAT INTERNAL PROCESSES ARE IN LINE WITH THE POLICIES SET BY THE BUSINESS AND HELP VALIDATE THAT BEST PRACTICES ARE MAINTAINED.”

Steve Jameson, Operations Director

THE PROBLEM

72% OF LARGE ENTERPRISES SUFFERED A SECURITY INCIDENT LAST YEAR. THE AVERAGE COST OF WORST INCIDENTS IN THE YEAR WAS BETWEEN £90,000 AND £170,000

The threat from criminals targeting IT is increasing. But it is not just organised crime, the growth of computer viruses, worms and Trojans created for pure vandalism can have an equally destructive impact on an organisations reputation, trustworthiness and customer relationships.

Effective and audited IT security is also becoming a mandatory requirement for most insurers, auditors and providers of finance; however security assurance is one of the most challenging areas for the IT department.

OUR SOLUTION

K3 MANAGED SERVICES CAN SECURE YOUR NETWORK, SERVERS AND END USERS FROM SECURITY THREATS

K3 Managed Services can help you improve your security stance through a range of managed and on-site services. Our approach looks at more than just one element but instead helps you to define an overall strategy and policy that suit the unique needs of your business.

VULNERABILITY ASSESSMENTS

Our security specialist can help you identify which areas of your business are inadequately protected and create a detailed report of your potential weaknesses with recommended solutions.

24/7 NETWORK SURVEILLANCE

Our security team within our 24/7 Network Operations Centre proactively monitor activity on your network to intercept both external attacks and suspicious internal activities.

PATCH MANAGEMENT AND SECURITY ASSURANCE

Prevention is essential, so we can help you secure your systems by diligently patching, applying new virus definitions and validating the security of operating systems, applications and critical hardware across your organisations.

EMAIL MESSAGE AND IP TRAFFIC SCANNING AND FILTERING

We can offer you a full IP traffic and email scanning service to help stop harmful data from reaching your system and users. By delivering this clean pipe, your business can mitigate many of the risks posed by increased access to internet-based resources.



REMOTE USERS

“FLEXIBILITY IS THE KEY WHEN DESIGNING A SOLUTION FOR REMOTE WORKERS AND OUR EXPERTISE IN THIS AREA HAS BEEN GAINED BY HELPING CLIENTS ACROSS A DIVERSE RANGE OF INDUSTRIES. A KEY REQUIREMENT IS THE ABILITY TO INTERFACE REMOTE SYSTEMS WITH CORE APPLICATIONS AND HAVING ACCESS TO SPECIALIST DEVELOPERS FROM ACROSS THE K3 GROUP, ALLOWS US TO BUILD EXTREMELY INNOVATIVE SOLUTIONS.”

Andy Latham, Technical Director



THE PROBLEM

REMOTE WORKERS CREATE A LOT OF PROBLEMS FOR IT DEPARTMENTS, ESPECIALLY AROUND SECURITY AND SUPPORT.

As more of the workforce demands flexible access to applications, and organisations branch out across the globe, the traditional client server model becomes complex to manage and eventually reduces productivity.

OUR SOLUTION

K3 MANAGED SERVICES DEVELOPS SOLUTIONS FOR MOBILE USERS, TELEWORKERS AND REMOTE BRANCHES TO SEAMLESSLY INTEGRATE INTO YOUR IT INFRASTRUCTURE

We have built a core competency around thin client and mobile computing helping a wide variety of organisations to migrate their traditional infrastructure to a thinner alternative. Our expertise spans from simple handheld devices on the manufacturing floor, to flexible terminals for hot-desk offices and complex call centres. By maintaining application architects and system developers in-house, we can help you develop hybrid solutions unique to your business processes.

REMOTE LOCATIONS

We have the expertise to design, implement and support a wide range of thin client technologies from both Citrix and Microsoft to ensure application availability regardless of location.

MOBILE DEVICES

To cater for frequently mobile staff, our teams can roll out and support mobile messaging solutions. This enables real time access to centralised collaborative systems covering email, calendar, task lists and critical back-end applications.

WEB BASED APPLICATION DEVELOPMENT, MANAGEMENT AND SUPPORT

As more organisations use the internet to connect to suppliers and customers, we can help you design, implement and host your bespoke applications. As a managed service provider, we can ensure availability and authenticated access controls based on your policies and requirements.



BUSINESS CONTINUITY AND DISASTER RECOVERY

“OUR TEAMS HAVE CREATED BUSINESS CONTINUITY SOLUTIONS FOR ORGANISATIONS OF ALL SIZES FROM SIMPLE OFF-SITE BACKUP AND RECOVERY VIA TAPE TO COMPLETELY HOSTED SERVERS WHICH ARE ONLY REQUIRED IN THE EVENT OF A MAJOR INCIDENT. BY OFFERING SUCH A FLEXIBLE APPROACH, BUSINESS CONTINUITY CAN BECOME PART OF NORMAL BUSINESS PROCESS AND EVEN OFFER OPERATIONAL BENEFITS.”

Howard Joseph, Managing Director



THE PROBLEM

THE COST OF A MAJOR FAILURE OF CORE IT AND COMMUNICATION SYSTEMS CAUSES AN IMMEDIATE IMPACT ON REVENUE WITH LONGER-LASTING DAMAGE TO REPUTATION

Having a business continuity plan is now required by lenders, auditors and insurers. It is essential to ensure the business continues in the event of an unplanned incident, even more so when a business relies on mission-critical enterprise-wide applications.

Loss of contact with customers, suppliers, and even between co-workers is detrimental to the operations of organisations across every business sector. According to the Henley Management Institute, 60% of companies that experienced a loss of normal telecoms for a period of 10 days ceased trading within a year. It is not necessarily dramatic events that can suspend systems; a burst water main flooding a building or workmen drilling through a vital utility cable can cut both data and voice communication and leave a business in a state of confusion.

OUR SOLUTION

K3 MANAGED SERVICES CAN HELP REDUCE THE RISK OF BUSINESS INTERRUPTION AND HELP YOU QUICKLY RECOVER FROM DISRUPTION

With our broad capabilities across infrastructure, applications, networking and communications, we deliver a comprehensive set of business continuity services. We can help you protect against the worse and also build a set of contingency plans that we can quickly enact in the event of a number of service-affecting scenarios.

HIGH AVAILABILITY

We can design fault-tolerant infrastructure and communications solutions to help you improve the reliability and resilience of your critical business infrastructure.

ON-SITE BACKUP AND DATA RECOVERY

We can monitor and manage your backup processes, ensuring that procedures have been completed at the frequency set by the business. In the event of a disaster, we can assist with data recovery as well as the rapid replacement or repair of hardware platforms.

OFF-SITE DATA RECOVERY

We can design and monitor external backup facilities which maintain data and systems off-site for use in the event of a disaster or unplanned loss of computing facilities. This data can be reconstituted to replacement facilities following a disaster.

CONTINGENCY PLANNING AND EXECUTION

We provide a number of contingency planning services from identifying your key processes for protection through to writing a Business Continuity plan for adoption by the business.



→ I.T. SUPPORT AND
MAINTENANCE

“WE ARE PROUD OF THE LEVEL OF SERVICE WE PROVIDE TO OUR CLIENTS. THE KEY TO GETTING IT RIGHT IS GOOD PLANNING AND BEING FLEXIBLE ENOUGH TO REACT TO CHANGE.”

Neil Homer, Business Development Manager

THE PROBLEM

DELIVERING COST-EFFECTIVE AND EFFICIENT I.T. OPERATIONS WHILST DEALING WITH STAFF RETENTION, TRAINING AND RECRUITMENT IS BECOMING INCREDIBLY DIFFICULT

This task is further exasperated by delivering the 24/7 cover demanded by international businesses and time sensitive partners and customers.

OUR SOLUTION

K3 MANAGED SERVICES OFFERS A FLEXIBLE RANGE OF SUPPORT SERVICES TO HELP BUSY IN-HOUSE I.T. DEPARTMENTS

We can offer a more flexible approach that compliments your in-house IT. Our range of services reduce the cost of dealing with routine tasks and allow your staff to work on more valuable projects. The size of our team means that we always have several experts available across a wide range of technologies to both support users and provide assistance on technical problems. Our partnership approach helps you get the best out of your IT department.

SUPPORT DESK

Our knowledgeable and friendly Support desk staff can effectively deal with the majority of your users technical issues. Our status as a Microsoft Gold partner also gives us excellent access to comprehensive second line support resources as required.

FLEXIBLE SUPPORT

We work with you to formulate a support and maintenance service bespoke to your business. From remote assistance, telephone helpdesk to tailored on-site services, our support is designed to accommodate your needs during standard working hours or across a 24/7 basis.

REMOTE AND ON-SITE ACROSS HARDWARE AND SOFTWARE

By combining our software and hardware expertise, we can provide you with an extremely cost-effective one-stop-shop for all your break fix requirements.

END USER TRAINING

With in-house trainers, we can provide you with both classroom based, on-site or remote training sessions from novice to senior technical level.

I.M.A.C.

Through our engineering facility we can smoothly perform Installs, Moves, Adds and Changes with minimal interruption to your business.



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