



ICT Managed Services

Resilient, secure and cost effective managed services for mission critical organisations.

Organisations operating in complex, high availability environments depend on technology that simply works; securely, reliably and without disruption. Telent's Managed ICT Services provide end to end ownership of critical IT and communications infrastructure, enabling organisations to focus on their core mission while we ensure performance, resilience and continual improvement.

Built on ITIL best practice and delivered 24/7/365, our managed service model combines dedicated on site expertise with the scale, resilience and specialist capability of a national delivery organisation. The result is a low risk, highly resilient service that delivers measurable operational and financial benefits from day one.

Benefits of a Managed Service

Operational Resilience

- 24/7/365 support for mission critical systems
- Fully tested business continuity and disaster recovery arrangements
- Proven ability to handle demand spikes and critical incidents



Predictable Costs & Efficiency

- Fixed, transparent service costs
- Reduced total cost of ownership through shared services and economies of scale
- Continuous identification of efficiency and cost reduction opportunities



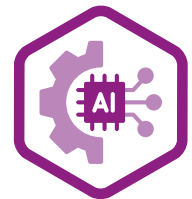
Improved Service Performance

- ITIL aligned service management processes
- Proactive monitoring, incident prevention and root cause analysis
- Clearly defined SLAs, KPIs and service reporting



Reduced Risk

- Low risk mobilisation and transition approach
- Proven governance, change and configuration management
- Vendor agnostic advice ensuring best value technology decisions



Future Ready IT

- Continual service improvement embedded into delivery
- Technology road mapping aligned to organisational goals
- Independent advice on innovation, cloud and emerging technologies

Why Telent?

A Trusted Partner for Critical Services

Telent has over 25 years' experience delivering managed ICT services into safety critical and operationally complex environments. We are trusted by public safety, emergency services and infrastructure organisations to manage systems where availability, security and performance are non negotiable.

Proven Delivery at Scale

- National footprint with engineers across the UK
- Over 800 specialist IT and engineering resources available on demand
- Dedicated local teams backed by national resilience

Assured Mobilisation & Transition

As an experienced incumbent provider, Telent's transition approach ensures service continuity from

day one, with no disruption to users and minimal operational risk. Typically major transformation projects begin with a "walk in, take over" approach allowing Telent to fully understand current operational requirements, before transforming infrastructure.

Independent & Vendor Agnostic

Telent work with multiple technology providers to deliver impartial advice, free from hardware or software vendor bias, ensuring customers receive best of breed solutions that deliver real value.

Performance You Can Measure

- Consistent achievement and exceeding of SLAs
- High first time fix rates
- Transparent reporting and service governance

Our Managed Service Capabilities

24/7 Service Desk

- Single point of contact for all incidents and requests
- ITIL compliant incident, problem and change management
- Proactive monitoring and rapid escalation paths



On Site & Shared Services Support

- Dedicated on site team where required
- Shared service resources delivering cost efficiency
- Access to specialist expertise for projects or major incidents

Infrastructure Management

- Managed networks (LAN, WAN, WLAN, firewalls)
- Managed servers and virtualised environments
- Secure remote access and identity management

End User & Device Management

- Lifecycle management of desktops, laptops and mobile devices
- Standardised builds and security controls
- Mobile device management and billing optimisation



Service Governance & Reporting

- Regular service reviews and performance reporting
- SLA, KPI and service credit management
- Continual Improvement (CI) programmes

Security, Risk & Compliance

- ISO aligned quality and information security management
- Asset and configuration management (CMDB)
- Business continuity, disaster recovery and risk management



Case Study: 25 years of providing managed ICT services to Merseyside Fire and Rescue Authority

Merseyside Fire & Rescue Authority (MFRA) serves a population of 1.4 million across Merseyside and operates in a complex, high risk environment. To support fast, effective and life saving response, MFRA required a trusted ICT partner with deep emergency services expertise.

Telent has partnered with MFRA since 2001, with the current managed ICT services contract secured through to 2031. Over 25 years, Telent has delivered and evolved MFRA's mission critical ICT services, including control room and communications systems, driving efficiency, resilience and innovation while maintaining stable costs. Today, Telent continues to modernise MFRA's technology, enabling reliable emergency response and protecting local communities.



Scan the QR code to find out more



Case Study: Transforming technology to save lives for East Sussex Fire & Rescue Service

Emergency service organisations must continually harness ICT to deliver smarter, safer outcomes for their communities. East Sussex Fire and Rescue Service (ESFRS) protects more than 800,000 people across Brighton & Hove and East Sussex and required a strategic partner to modernise and manage its ICT estate.

Working together since 2016, and with a new contract extending to 2031, Telent delivers a fully managed ICT service for ESFRS. This includes a service catalogue of over 75 ICT services, a resilient private cloud platform, and ongoing governance and innovation. The partnership has improved system reliability and mobility for frontline and control room staff, reduced costs, and enabled ESFRS to safely adopt new technologies while maintaining operational continuity.



Scan the QR code to find out more

