

WHAT IS MANAGED SERVICES?

MANAGED SERVICES IS WHEN A BUSINESS OUTSOURCES CERTAIN PARTS AND FUNCTIONS TO IMPROVE THEIR OPERATIONS AND MANAGE COSTS.

It's an alternative to what is known as break/fix outsourcing model where a service provider performs on-demand services and bills you only for the work done.

“IT has surpassed the old models of ‘on-site, time for money’ billing as and when IT is down or needs fixing.”

With ZINIA MANAGED SERVICES (ZMS)

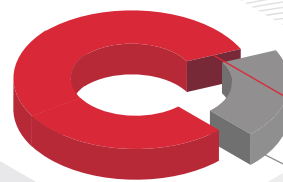
WE ARE SO MUCH MORE...

A human can only do so much in the time they have. **THIS IS A FACT.**

Our human limitation means we will always be behind what is required to keep our IT functioning at its optimum.

WITH ZMS:

- Automation drives efficiency
- Technology drives human productivity
- Move from Break-Fix to Proactive IT



MONTHLY HOURS SPENT ON ROUTINE IT TASKS FOR A 20 USER NETWORK

223.50
Manual Hrs

69.50
Manual Hrs after Automation

“Every once in a while, a new technology, an old problem, and a big idea turn into an innovation” - Dean Kamen

HOW ZMS WORKS

Our ZMS platform allows you to pro-actively manage your IT ecosystem, through one dashboard.

- No upfront investment
- Affordable monthly fee
- Increased efficiency and productivity of your IT person

It is so much more than just monitoring all the moving parts of your IT.
The ZMS “central nervous system” has four key elements:

1

AUTOMATION OF TASKS

Automates routine IT tasks quickly & efficiently. Up to 70% improved IT efficiency.

Frees up IT resources.

2

PROACTIVE MONITORING & SELF HEALING

Anticipates, diagnoses & fixes problems before the business feels the impact.

Frees up IT resources.

3

REACTIVE INCIDENT & PROBLEM RESOLUTION

System flags problems it cannot self-heal. Guides IT staff on what to fix.

Speeds up fault finding.

4

POWERFUL REPORTING

Executive reports on the entire ecosystem, provides powerful feedback for planning and budgeting.

Make better decisions.



AUTOMATED EFFICIENCY

www.zinia.co.za

+27 10 446 6900

**Average
downtime reduction
of over 80%**

**Reduced application
downtime by 60-80%**

**Find root cause of
issues 80-100%
faster**