



managed server

improve the management of your IT environment

a partnership approach to server management

When two Canadian credit unions merged operations, a top priority was converging their technology and underlying infrastructure. One of the partners faced a particular challenge with overall IT infrastructure performance. Critical flashpoints were being caused by excessive down time, lack of reliability, sluggish processing speed, high margin of error and lack of user friendliness. A complete overhaul was necessary. The merged organization decided to outsource its entire IT department to TELUS, including resources and servers (banking servers, e-mail servers, file and print servers). The results were dramatic and included a notable increase in processing speed, improved reliability, workflow efficiencies and improved agility.

The server management solution – TELUS Managed Server – was key to the success of this implementation. Your organization can realize the same business benefits by leveraging TELUS' extensive IT capabilities to out-task some or all of your server management services. TELUS Managed Server provides guaranteed, flexible performance levels structured to align with your business objectives. By removing day-to-day server management tasks, your IT staff can get back to focusing on your core business.

Unlike other managed IT infrastructure providers, TELUS' server management capabilities can be combined with network, voice and application services. TELUS can be your single-source provider responsible for all facets of a unique integrated solution that meets your specific business needs.

TELUS Managed Server is one of our Managed Infrastructure solutions, which deliver reliable and effective maintenance, monitoring and management of IT infrastructure. TELUS Managed Infrastructure solutions are part of our comprehensive Infrastructure portfolio of end-to-end services designed to sustain core IT infrastructure and ensure business resiliency.

the best for your business

Aligning your information technology with your business goals maximizes the business value of your IT. With TELUS Managed Server, you gain a partner who has financial stability, geographic coverage, and extensive experience in managing IT environments throughout Canada. The solution builds a competitive advantage by helping your organization:

Increase the efficiency and effectiveness of your IT infrastructure. TELUS Managed Server improves service levels and delivers a lower total cost of ownership and higher return on investment. You gain access to emerging technologies that improve business performance by utilizing the skills of TELUS' national 1,000+ person technology team. You leverage our partnerships with leading IT companies to develop comprehensive solutions using best-of-breed technologies in a vendor-neutral environment.

Reduce overall IT costs and improve return on investment. By taking advantage of TELUS' economies of scale, purchasing power and best practices, you can reduce the cost to implement and maintain IT infrastructure by 10-50%. Capital costs are eliminated through integrated pricing that includes hardware, software and management. TELUS uses best-in-class project management tools and methodologies to minimize the cost and aid in the transition to an outsourced environment.

Control costs and reduce the risk of technology implementations. Flexibility extends to the pricing of our solution, which can include various mixes of capital and ongoing, monthly expenses. In all cases, our solution delivers predictable costs, while reducing the risk of technology implementation.

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