csf computer
solutions
facility

CSF Computer Solutions Facility AG   061 467 99 33
Güterstrasse 107   csf@csf.ch
CH-4133 Pratteln   www.csf.ch

Managed Services

Wide array of solutions

from just one provider:

trouble-free IT

Managed Services
External IT support makes internal resources available for core business operations.

With our managed services, we save you from wasting time and energy on IT issues so that you can simply use your IT and focus on what really counts.

Needs-based support for IT infrastructure is not only a challenge due to constantly changing technology and conditions; it is also a very time-consuming task. When IT support is outsourced, this time becomes available for your core business operations. . That is why we supervise your servers, terminals and software for you, while managing and controlling the IT infrastructure at your workplaces and on mobile devices.

Outsourcing has many advantages for you:
- **More resources for core business operations**
- **Transparent and predictable costs**
- **Simplification**
- **Needs-based availability of IT support**
- **Increased security** adhering to the ISO 27001 standard
- **Enhanced efficiency** due to proven processes in accordance with the ITIL standard

Our managed services can be tailored specifically to your needs. The features we offer include:
- **Complete IT support** Comprehensive management of your IT organisation
- **Partial IT support** Local or global, technical or functional, in conjunction with your existing IT
- **Project-related IT** support Implementation, evaluation or analysis
- **Process management** Backup, security, monitoring, coaching

Managed services include many options:
- **Automatic inventory**
- **Asset management** Transparency across all devices
- **Licence management** Reporting and IT compliance
- **Updates** Automatic patch management
- **Self-service** Software distribution via software store
- **Standardised IT service delivery**
- **Provision of new devices** with the software of your choice
- **Migrations** to new operating systems
- **Monitoring** Proactive surveillance
- **Repairs, dismantling and exchange**
- **Enforcement of warranty claims**
- **Procurement of new hardware**