nine23

Managed IT Services
End-to-End Managed Services

Nine23 are your trusted Managed IT Service provider in the UK. We provide end-to-end managed services enabling organisations to benefit from secure, dedicated, expert management and support for their IT requirements, or escalated support to complement and enhance existing IT departments' capabilities and reduce workloads.

Our experienced Service Desk team is committed to providing excellent customer delivery and service, which includes KPIs for ticket resolution (unlike many of our competitors).

Our ITIL Aligned Service Desk toolset is configurable to meet our customers' needs – from client portal access to clear reporting.

Our Offerings

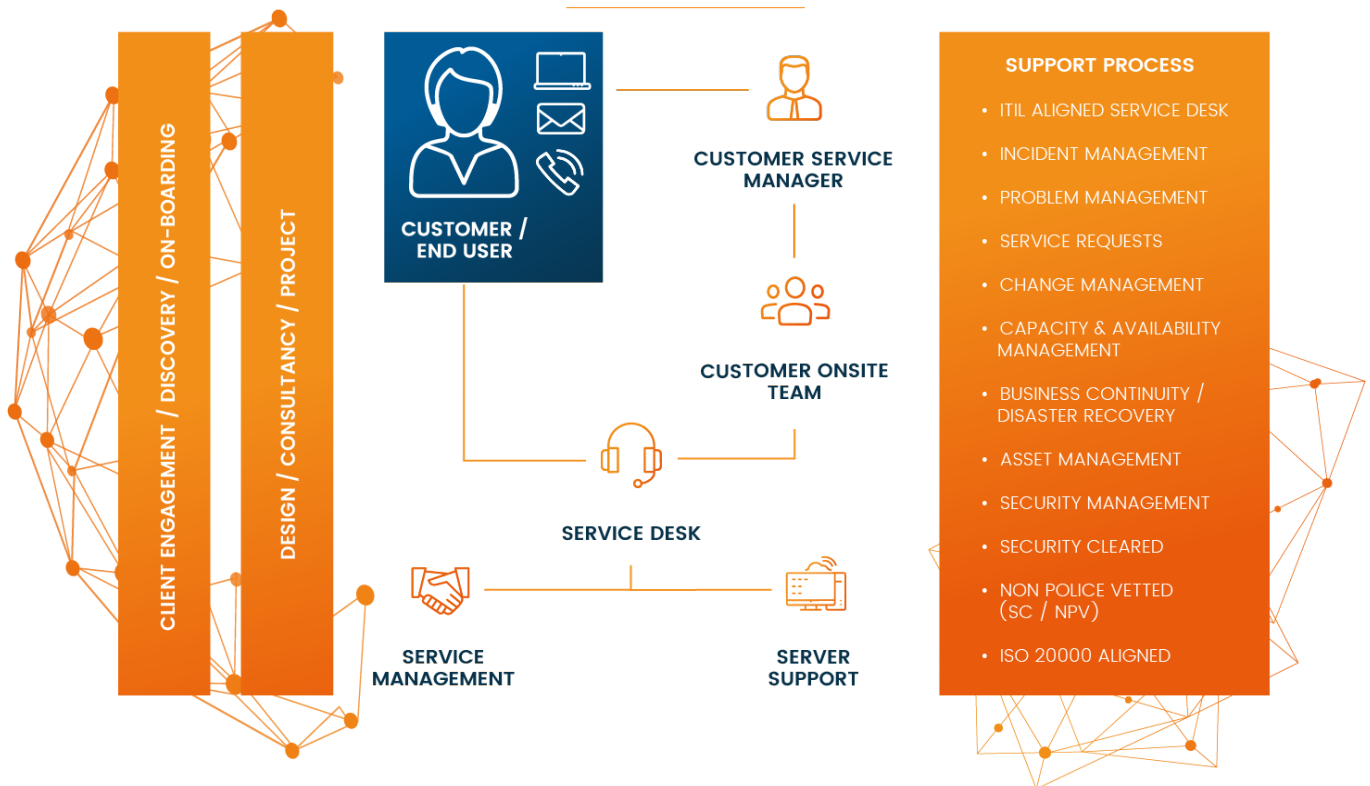**Fully Managed IT Services**

Disaster Recovery (DR) as a Service

Business Continuity (BC)

Complimentary IT Service

Secure Remote Working

Virtual Desktop

Operating Model

CLIENT ENGAGEMENT / DISCOVERY / ON-BOARDING

DESIGN / CONSULTANCY / PROJECT

CUSTOMER / END USER

CUSTOMER SERVICE MANAGER

CUSTOMER ONSITE TEAM

SERVICE DESK

SERVICE MANAGEMENT

SERVER SUPPORT

SUPPORT PROCESS

- ITIL ALIGNED SERVICE DESK
- INCIDENT MANAGEMENT
- PROBLEM MANAGEMENT
- SERVICE REQUESTS
- CHANGE MANAGEMENT
- CAPACITY & AVAILABILITY MANAGEMENT
- BUSINESS CONTINUITY / DISASTER RECOVERY
- ASSET MANAGEMENT
- SECURITY MANAGEMENT
- SECURITY CLEARED
- NON POLICE VETTED (SC / NPV)
- ISO 20000 ALIGNED

We are a UK Sovereign, cyber security solutions company that designs, builds and supports end-users to use technology, securely. We are passionate about delivering the best possible front line experience and believe you should expect the same technology innovations in your work as you benefit from in your personal life. We deliver ecosystems accreditable to OFFICIAL-SENSITIVE to SECRET as part of our secure UK data sovereign private cloud, Platform FLEX.