

Cabling Infrastructure Managed Services
Managing IT Infrastructure Complexity

Changing the way Companies Build, Operate and Manage IT Infrastructure

MANAGING IT INFRASTRUCTURE COMPLEXITY

As the requirement to optimise operations has moved from a goal to a corporate mandate, your business faces the challenge of needing to change its technology environment, whilst driving down costs and increasing overall efficiency. Data centres, enterprise offices, trading floors and branch offices often require changes and growth to their infrastructure to happen very quickly. These organisations typically need to establish flexible, adaptable IT infrastructures that require significant cabling infrastructure skills and expertise – often unavailable in-house.

Given the challenges involved with deploying and managing complex infrastructures, you need a business partner that can help to identify, implement and effectively manage infrastructure change.

“The acquisition of 2i Services Ltd. enabled LMG to not only enhance its core service capabilities, its systems provided valuable intelligence that gives our customers better insight into the entire service performance – from start to finish.”
Nigel Rowe, Chairman, LMG

LMG OPTIMISES INFRASTRUCTURE CHANGE

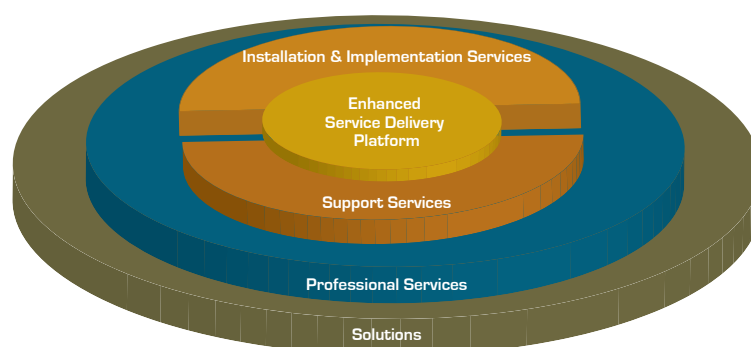
LMG is changing the way companies build, operate and manage their IT infrastructures. As a leading provider of Cabling Infrastructure Managed Services, LMG enables companies to outsource the end-to-end process of managing infrastructure change – from the desktop to the data centre.

LMG’s Cabling Infrastructure Managed Services is comprised of Installation & Implementation Services and Support Services that leverage a purpose built portfolio of systems, processes, tools and technologies called the Enhanced Service Delivery Platform. To further enhance the delivery of our services, LMG offers a full range of Professional Services to minimise project risk whilst reducing costs. LMG has also defined specialized solutions by combining key service components to address industry-specific and unique company needs.

A COMPREHENSIVE SERVICES APPROACH

LMG’s Cabling Infrastructure Managed Services provide more than just cabling services. Our Cabling Infrastructure Managed Services include three distinct categories of services that minimise costs and maximise the efficiencies of managing your IT environment.

LMG CABLING INFRASTRUCTURE MANAGED SERVICES



Installation & Implementation Services

LMG Installation & Implementation Services address the physical installation of structured cabling and infrastructure technology. LMG also offers services for the implementation of active networks and devices, including PBX and VoIP solutions, intelligent cabinets, and IP security devices. We take a comprehensive approach that ensures the installation and implementation meets your expectations from project initiation to completion.

Our SiteReady™ hand-over process guarantees operational readiness through knowledge transfer, training, and documentation to ensure that operational teams are prepared to take over network operations and support once a project is complete. LMG provides you with complete access, visibility and control of your installation and implementation project via a comprehensive, online dashboard.

Support Services

LMG Support Services provides a full range of infrastructure support services to more effectively and efficiently manage change to your cabling infrastructure and IT assets. From MAC Services to Break/Fix Services to Asset Tracking, LMG manages the entire process to ensure the cabling infrastructure operates correctly.

Using trusted, accurate sources of data as the basis for delivering services, LMG Support Services reduces the time to complete transactions and gives you a complete view of all connectivity, location and service information through a customised online dashboard. LMG establishes metrics to encourage the highest SLA compliance through the life of the support contract, and its flexible resourcing model ensures efficiency that allows you to pay only for the services you need – when you need them.

Professional Services

LMG Professional Services enhance LMG’s core service offerings: Installation & Implementation Services and Support Services. Our Professional Services team has technical and business expertise that add value to the service delivery process, resulting in improved performance, minimised project risk and reduced costs.

LMG offers a fully trained, in-house professional services team that goes beyond installation and support and is focused on optimising the delivery of infrastructure managed services to your specifications. Our experienced resources understand your business as well as the operational impact of complex, changing infrastructure environments.

PROCESSES, TOOLS AND PEOPLE DIFFERENTIATE

LMG Cabling Infrastructure Managed Services are built upon an innovative, enabling technology platform that supports and augments all LMG Services to deliver an enhanced customer experience. This portfolio of enabling technologies, called the Enhanced Service Delivery Platform (ESDP) is one of the driving philosophies behind LMG's service strategy and is a significant differentiator to customers.

By providing tools and processes that improve the efficiency, accuracy, reliability and timeliness of our services, customers receive direct access and insights into their physical IT infrastructure. Other ESDP systems help to optimise core LMG services through process efficiency and business intelligence.

ESDP PORTFOLIO OF SYSTEMS, TOOLS & PROCESSES

- **2iDashboard:** Customer portal that provides complete, near real-time information
- **2iProjects:** Project monitoring system
- **2iMAC:** Communication and reporting tool to manage the Move, Add, Change process
- **2iProcure:** Advanced, customisable procurement tool
- **2iSIS:** Back-end engine that manages and collates all service delivery activities
- **2iLogix:** Standards-based technology that translates existing data to a common language

WHY LMG?

LMG's model is unique to the cabling infrastructure market: a comprehensive suite of Cabling Infrastructure Managed Services for installation, implementation and support combined with a seasoned professional services team to optimise service delivery.

Our unique, innovative technology platform supports and augments all LMG Services, improving the efficiency, accuracy, reliability and timeliness of LMG services. We take the entire infrastructure management process into consideration and work closely with you to identify processes that will streamline your operations and adapt your environment quickly, professionally and accurately – with full visibility into the process.

LMG has established trusted client relationships for more than 20 years, helping companies to better manage their cabling infrastructure and IT assets. Our expert, professional team can manage the entire process, from design and development to deployment and ongoing support. We are committed to service excellence, ensuring our team has the latest training, certifications and technical knowledge to help companies to seamlessly operate in frequently changing conditions.

In 2006, LMG acquired 2i Services Ltd. to merge its unique processes, tools and systems with LMG's own service delivery technologies to create the Enhanced Service Delivery Platform. Today, customers benefit through improved project management and reporting with tools to access, view, report and manage information about their cabling infrastructure and IT assets and give them near real-time visibility into service performance.

Installation & Implementation Services

- Structured Cabling
- Intelligent Infrastructure Management (IIM)
- Intelligent Buildings/Offices
- Technology Rollouts
- Racking Systems
- Cabinets: Standard & Intelligent

Support Services

- Break / Fix Services
- Moves, Adds, and Changes (MACs)
- Surveying & Audits
- Service Desk
- Decommission/Recommission
- Geo-Spatial Asset Tracking

Professional Services

- Project Management
- System Integration
- Infrastructure Design
- Logistics Management
- Documentation Management
- Process Improvement
- Human Resource Management

DELIVERING COMPETITIVE ADVANTAGE

LMG's robust Cabling Infrastructure Managed Services are engineered from the start to be different. Combining the expertise of our service delivery teams with our proactive and thorough approach, you receive a high quality experience that other infrastructure service providers cannot offer. Because LMG understands your needs and the full implications to your business, we are experts in assessing, developing and optimising your environments.

- Fully managed end-to-end infrastructure services that enable a higher volume of transactions at a reduced and more predictable cost
- A commitment to high quality service levels and integrity, delivering what is promised at every phase of the engagement
- Flexibility to quickly adapt and scale your IT environment to meet fluctuating business demands
- Optimised service delivery processes to streamline IT infrastructure change, resulting in improved productivity

"LMG is uniquely qualified to deliver high quality Cabling Infrastructure Managed Services. Our teams understand the business and technology challenges of infrastructures of all types and sizes and combine that with unique, proven processes, systems and tools that significantly increase infrastructure efficiency." Mike Hook, CEO, LMG

ABOUT LMG

LMG provides Cabling Infrastructure Managed Services to enterprise companies throughout the UK and EMEA (via its subsidiaries). Headquartered inside the M25 at Thurrock, LMG has additional offices in London, Manchester, and Cardiff. LMG was established in 1986 and provides some of the leading companies in the UK with Cabling Infrastructure Managed Services that optimise infrastructure change. LMG serves multiple industries, among them Financial Services, Technology, Telecommunications and Media.



6 Dolphin Point, Dolphin Way, West Thurrock, Essex, RM19 1NR
08718 750050 **phone** 08718 750020 **fax**
enquiry@linemanagement.co.uk **www.linemanagement.co.uk**