



LMG Support Services

LMG Support Services enables your company to more effectively and efficiently manage changes to cabling infrastructures and IT assets. Our unique processes, tools and expertise guarantee you consistent service delivery and performance of LMG services, providing full visibility into asset and Move, Add, Change (MAC) operations, enabling continuous service improvements that drive process efficiencies and cost reduction.

EFFECTIVE MANAGEMENT OF HIGH-CHANGE IT ENVIRONMENTS

Companies operating in fast-paced, high-change environments, such as data centres and trading floors, have consistent requirements to move resources, user equipment and IT assets. The necessity to complete moves quickly and accurately is instrumental to the service availability and operational success of your network and requires:

- Consistent and repeatable service delivery to increase productivity and reduce costs
- A flexible model that scales resources up and down to meet your needs
- Smart, professional, trained teams who understand your business and IT challenges
- Cabling knowledge and expertise often not found in-house within most companies
- Tools and systems that enable visibility into service performance

REDUCING THE COMPLEXITY OF MANAGING INFRASTRUCTURE CHANGE

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. MACs encompass the management and physical movement of any IT asset, its connectivity and associated user equipment, from one location to another. Break/Fix Services ensures that the entire cabling infrastructure remains operating at its optimal performance following installation and includes fault queue management, fault investigation, root cause analysis and fixes.

LMG provides additional services leveraging our tools, processes, and resources to bring additional value to customers:

- **Audits:** documentation of the physical location of IT assets, connectivity, assessment of workmanship and specification compliance
- **Surveys:** initial data collection or verification that IT assets are connected and located where they are documented to be
- **Decommission/Re-commission:** removal or relocation of IT assets
- **Geo-Spatial Asset Tracking:** tracking and documenting IT assets and their associated connectivity to a physical location
- **Capacity Planning:** reporting and forecasting on network capacity

LMG CABLING INFRASTRUCTURE MANAGED SERVICES



ESDP = Enhanced Service Delivery Platform

LMG provides Support Services for the following IT equipment:

- Computers and Peripherals
- Servers
- Structured Cabling
- Intelligent Infrastructure Management (IIM) Systems
- Trading Systems
- Cabinets
- VoIP Phones
- Security Devices
- PBX

Changing the way companies build, operate, and manage IT infrastructure



INNOVATIVE APPROACH REDUCES COSTS, IMPROVES PRODUCTIVITY

Our approach is based on a unique combination of people, processes and tools to remove the complexity and simplify the process of change in complex environments. Our proven processes and end-to-end approach deliver consistent and scalable services while ensuring the service is delivered right every time. Significant benefits include:

- Upfront planning that establishes Rules of Engagement, SLAs, and issue resolution to ensure service delivery success
- Processes that maintain and leverage accurate sources of data as the basis for consistency and enhanced productivity
- Transaction-based contracting model provides ultimate scalability and allows you to only pay for the resources you need
- Professional services that leverage technical expertise to improve performance, minimise risk and reduce cost

TRAINED, KNOWLEDGEABLE, AND PROFESSIONAL RESOURCES

LMG hires and retains the best employees to ensure that only the most highly skilled resources manage change in your mission-critical environments. Our dedicated resources work with you to guarantee the work is completed right the first time, every time.

- Manufacturer-certified resources on call 24x7 give you peace of mind that moves occur when you need them to happen
- Proactive approach to obtaining security clearance approval delivers the resources you need without delays
- In-depth knowledge of your environment ensures quick response with no waste of time or resources
- Established metrics and resource accountability delivers the highest SLA compliance for the life of the contract

COMPREHENSIVE MANAGEMENT OF SERVICE PERFORMANCE

LMG Support Services are built upon an innovative, enabling technology platform called the Enhanced Service Delivery Platform which supports and augments all LMG Services to deliver a superior customer experience. The platform provides systems, tools and processes that greatly improve the efficiency, accuracy, reliability and timeliness of LMG services.

- Visibility into the entire MAC process and resulting changes
- Near real-time information easily accessible through your own customised online reporting dashboard
- Systems, tools and processes that increase the ability of LMG to quickly adapt to rapidly changing requirements
- Notification and status updates to proactively alert you to service performance issues before they happen

LMG Support Services include the following Professional Services:

Project Management

End-to-end project management based on a scalable, data driven, process that leverages the LMG Enhanced Service Delivery Platform (ESDP) to minimise risk

System Integration

Integration of customer systems with the ESDP tools that creates a seamless flow of information and increase service delivery productivity

Documentation Management

Ongoing maintenance of infrastructure documentation from the initial survey, using our in-house documentation team and leveraging the ESDP ensures information is kept current, creating a trusted source of asset and connectivity information

ABOUT LMG

LMG provides Cabling Infrastructure Managed Services to enterprise companies throughout the UK and EMEA (via our 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.



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