

We Do the Work, You Maintain Control *Managed Services from Harvey Nash*

Striking the optimal balance between outsourcing and handling every IT infrastructure function in-house, Harvey Nash offers businesses a comprehensive range of managed IT services. Our expert technology teams take on the management and daily operations of critical IT functions, such as help desk services, LAN administration, production support and data center operations.

Responsible for the day-to-day success of a key IT function, Harvey Nash Managed Services offer the longtime operational expertise and skilled IT resources needed to help clients reduce IT costs, simplify operations, increase efficiency and regain more time and talent to focus on core business objectives.

How It Works

Harvey Nash works on site overseeing all responsibilities of the managed IT function, from recruiting and supervising talent to ensuring service level agreements are continuously met and operations continually improve. For example, when we oversee help desk operations, Harvey Nash recruits and manages the entire help desk team, from managers to specialists and technicians. We ensure all help desk functions are expertly managed and staffed, provide detailed reporting to the client's IT and management teams, achieve and maintain established service levels and constantly refine processes and performance based on business needs, technology changes and client direction.

Retain Essential IT Control

As the client organization leveraging a Harvey Nash Managed Services solution, you retain strategic control of the managed function. Your IT leaders define the operational strategy and work with Harvey Nash to establish clear and measurable performance objectives.

While Harvey Nash Managed Services teams operate independently to achieve your IT goals, we are still entrenched in your IT operations. Our subject matter expertise in infrastructure support is key to making our Managed Services solutions 100% transparent. Your IT leaders have direct, daily insight into our approach, technology teams and performance. The result is a dependable, innovative way to achieve critical workload relief for overstretched IT teams while achieving lower-cost, expertly managed IT functions.

Advantages of Harvey Nash Managed Services

With a management team and network of subject matter experts who have decades of experience designing, implementing and supervising highly successful managed services solutions, Harvey Nash offers businesses a high-value way to manage daily infrastructure functions.

A Range of Solutions for Today's Many IT Challenges

Today's IT departments are responsible for a vast range of operational, support and administrative functions. As technologies evolve and the responsibilities of IT departments continue to expand, Harvey Nash is proud to offer clients Managed Services solutions—a highly effective, low-risk option for managing critical IT operations with skilled, capable external resources. Our proven Managed Services solutions span a wide range of infrastructure support IT functions, including:

- Tier 1, 2 & 3 Help Desk Support
- Break-fix Laptop Repair
- Desk-side Support
- Data Center Operations
- NOC Administration
- LAN Administration
- Production Support
- Tape/Print Operations



Consider the following advantages of leveraging Harvey Nash Managed Services solutions:

Defined, Measurable Performance – Able to precisely manage IT resources, processes and tools, Harvey Nash effectively manages and maintains client-defined service levels. Daily, weekly and monthly, Harvey Nash measures and reports performance metrics to clients, ensuring service levels are always met or exceeded.

Value Improvement Program – We have built a Value Improvement Program into our Managed Services approach. Through reporting and quality assurance measures, the program formalizes Harvey Nash's commitment to continually identify new areas for reducing costs and enhancing operations.

Outsourcing Only Better – Like an outsourced solution, Harvey Nash Managed Services offer 24/7 coverage, a single point of contact and rigorously maintained service levels. But, unlike outsourcing, Harvey Nash Managed Services give clients direct, daily access and insight into our operations.

Proprietary Tools for Achieving Success – Harvey Nash utilizes proprietary tools, best practices and well-defined methodologies to precisely determine the number of resources needed to support an IT environment or function. Using careful calculations and our rich understanding of IT operations, we are able to keep talent costs to a minimum while building optimal, highly skilled teams that are able to meet and surpass service level agreements.

The Harvey Nash Difference

Take a look at the shared commitment to performance, quality and results Harvey Nash Managed Services solutions deliver and compare it to the competition.

The Competition's Managed Services

- Typically packaged staffing with weekly billing
- Monthly bill rate varies based on hours worked and skills utilized
- Client oversees the determination of staffing levels and skills required
- Engagement risk and expertise remain with client

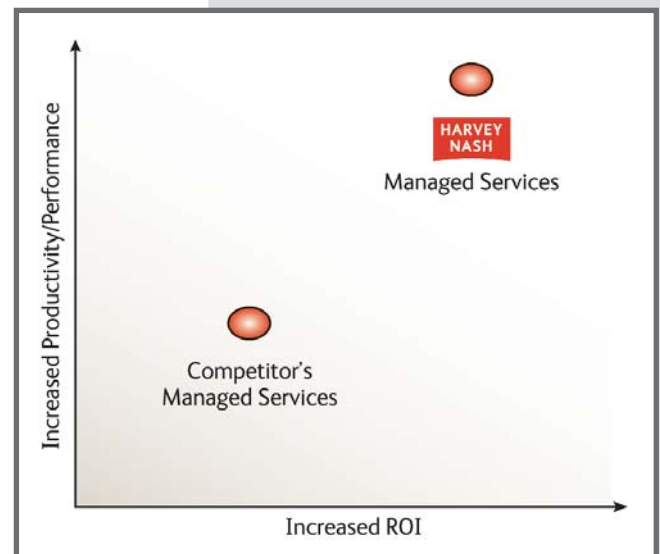
Harvey Nash Managed Services

- Subject matter experts both on and off site
- Jointly established service level commitments
- Continuous performance measurement and reporting
- Quality checks and controls
- Value Improvement Program
- Continuous utilization of resource analysis tools, best practices and operational methodologies
- One fixed monthly bill with no variable costs, guaranteed

To learn more about Harvey Nash Managed Services, call 800.286.9574 or visit www.harveynashusa.com/managedservices.

About Harvey Nash

Founded in 1988 and publicly traded on the London Stock Exchange since 1997, Harvey Nash is a global recruitment and talent solutions company with a growing network of branches across the United States and over 25 offices worldwide. Every year we place thousands of executives and skilled professionals at workplaces across the globe while providing businesses of all sizes with innovative solutions for managing talent, processes and workloads.



**HARVEY
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Driving Business Success
through Talent Solutions