

# FLEXIBLE SUPPORT SERVICES

IT support challenges addressed by our Flexible Support model.

Managing and running a Service Desk comes with a host of never-ending challenges and problems.

- Staff churn and absences
- Time Management and overhead
- Difficulty in handling project spikes
- Lack of skills availability

We put an end to all of this by flexibly complementing and reskilling your own resource.

This will give you the facility to get through strategic IT plans and tasks on schedule, without compromising day to day needs.



**KEEP UP WITH THE DEMANDS OF YOUR FIRM**



**MANAGE RESPONSE TIMES AND RESOLUTIONS**



**DON'T LEAVE YOUR STAFF UNDER RESOURCED**



**AVOID LOWERING EXPECTATIONS**

**Flexible Support** is the unique service from Acora, one of the UK's leading Professional Services IT support providers.

We have been supporting organisations across the legal, financial and consulting sectors, as well as adjacent sectors such as media and publishing for nearly three decades.

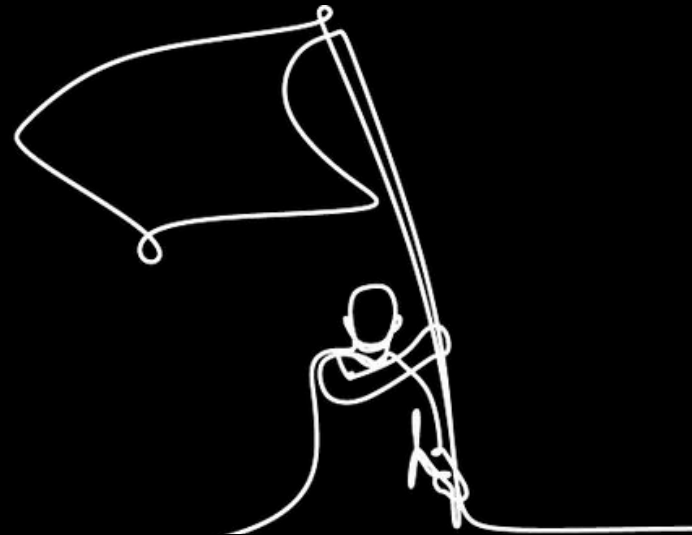
We don't just understand your IT. We understand how professional services firms work, what you need and what you expect.

Working with us, you immediately have fast access to a flexible supply of skilled, trusted, managed IT support resource, so you can rely on having the right capability, in the right place, at the right time.

We take complete responsibility for the supply, HR administration, training performance and capacity management of our deployed IT support capacity.

Your experienced Acora Service Delivery Manager will work with you to understand your Service Desk, IT and user needs and is committed to building a long-term partnership with you, so we can ensure you receive the best service possible.

We have years and years of experience working with many Service Desks, so we're always on hand to share the best practices too.



## KEY BENEFITS



All HR and resource management and administration handled by Acora



Fast access to a pool of high calibre IT support capability



Proactive Service Delivery from dedicated industry experienced point of contact committed to sharing best practice



Flexible and scalable engagement terms to meet your business needs



Regular Service Reviews & Continuous Service Improvement activity



Absence cover models to guarantee capacity with trained staff familiar with your support operation



Performance management through KPIs, development & training



An approach of thoroughly understanding your business needs, IT environment and building a long-term partnership

# WHY CHOOSE FLEXIBLE SUPPORT?

## AN END-TO-END RESOURCE SERVICE

Keeping your IT support model resourced to the right levels of capacity and capability to meet changing business demands is often a burden on time, productivity & focus of IT management.

Acora's Flexible Support model specialises in the rapid provision of flexible IT support resource skilled to the highest levels to meet this constant challenge.

## PROVEN SERVICE DELIVERY MODEL

Our Flexible Support model offers a fresh alternative to traditional models, as it is a complete end-to-end service. Our clients benefit from:

- ◇ Our approach of understanding your business needs and building a long-term partnership.
- ◇ Proactive service delivery from a dedicated and accessible single point of contact at Acora.
- ◇ Absence cover models to ensure guaranteed capacity with trained staff.
- ◇ Individual KPI models for deployed resource
- ◇ Resource management from our dedicated service desk operation.

## TRUSTED SERVICE PROVIDER

Acora has developed a strong track record delivering IT services to a variety of clients across multiple industries. Please visit our [website](#) for Client testimonials.

Our Flexible Support model can be used to manage the peaks in resource requirements throughout the lifecycle of IT projects.



Acora can either supply project roll-out staff, or manage 'business as usual' support roles whilst the in-house team focus on the project.

Flexible Support combines the control and stability of permanent employees with the flexibility of contractors through an end-to-end service framework.



It can be a strategic tool to manage part or all of an IT support function.

## THE EVIDENCE



"Acora provide a service that focuses on what our business needs, they understand our unique requirements and the nuances of our industry. Above all, they deliver quality, on time"



**A WORLD LEADING FINANCIAL SERVICES  
COMPANY WITH 50,000 EMPLOYEES**

# FEATURES AND BENEFITS

Flexible support provides the control and stability of permanent staff with the flexibility of contractors whilst removing the HR administration hassle of both, giving you the best of everything.

| Methods of resourcing compared                                          |  <b>acora Flexible Support</b><br><small>Led by Experience</small>                                                                                                                                                                                                                                                            | Permanent Staff | Contractors |
|-------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------|-------------|
| Full service delivery model removing all administration hassle from you | <ul style="list-style-type: none"> <li>✓ A dedicated and accessible service delivery manager acts as the single point of contact for all line managers to place requirements.</li> <li>✓ All aspects of recruitment and employment are managed by Acora so no HR administration &amp; HR department involvement required.</li> <li>✓ Invoicing is a clear, accurate and simple monthly service fee.</li> </ul> | X               | X           |
| Scalable IT operation with flexible supply of resource                  | ✓                                                                                                                                                                                                                                                                                                                                                                                                              | X               | ✓           |
| Fast access to a high quality pool of IT resource                       | ✓ All staff are pre-screened in advance to the highest levels technical skill, background and competency checks.                                                                                                                                                                                                                                                                                               | X               | X           |
| Protection against IR35 and agency worker regulation risks              | ✓                                                                                                                                                                                                                                                                                                                                                                                                              | ✓               | X           |
| Maintain control                                                        | ✓                                                                                                                                                                                                                                                                                                                                                                                                              | ✓               | ✓           |
| Stability & consistency of service                                      | ✓ Guaranteed capacity with planned absence cover from IT resource that is familiar with your IT support environment.                                                                                                                                                                                                                                                                                           | ✓               | X           |
| Best practice sharing & continuous service improvement                  | ✓ Service desk best practice sharing and continuous service improvement planning from your dedicated service delivery manager & access to our in-house IT consulting team.                                                                                                                                                                                                                                     | X               | X           |



The long relationship we have speaks for itself. We have continued to work with Acora over the years because the team there consistently provide high quality staff, a high level of service and a personal and flexible approach where our changing needs are always met.



**SALLY STRIPP | OPERATIONS MANAGER AT INSURANCE BROKERAGE, RFIB**

# ABOUT ACORA



**“WE PROMISE TO MEASURE  
OUR SUCCESS THROUGH THE  
PERCEPTION OF THE PEOPLE  
WHO CONSUME OUR SERVICES”**

## WE’VE BEEN ON A MISSION.

To improve end user satisfaction since the day we were founded over 25 years ago.

As champions of premium experience-led IT services, we constantly challenge old assumptions and inherited wisdom, and demonstrate there are other, better ways to do things.

Based in the UK, we now provide a huge range of market-leading managed services, Microsoft-centric business software and cloud solutions to over 300 ambitious mid-market organisations. And in response to our customers’ changing needs, and the growing threats we all face, we’ve massively strengthened our well-established cybersecurity capabilities.

Our flexible, high value managed services cater to your end user or infrastructure management requirements. They enable you to run an efficient and innovative IT operation that scales and flexes quickly, without investing in the capital or headcount that such an operation would normally require.

We will deliver within budget, security and compliance parameters, so you can focus on your business goals.

If you would like to find out more about how partnering with Acora can help transform your business, you can contact us via phone, email or through our website.

Our team will be happy to help.



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