



Simpson Associates
The Data Analytics Company

Managed Services from Simpson Associates

Taking care of all your data and performance management solution needs.

www.simpson-associates.co.uk

**Microsoft
Partner**



Gold Data Analytics
Gold Cloud Platform
Gold Data Platform
Gold Datacenter



Ask Yourself...

- ✗ Do you struggle to scale your IT team at critical times?
- ✗ Are you lacking the right resource with the relevant expertise?
- ✗ Do you worry about whether you could easily restore your system in the event of a disaster or hardware failure?
- ✗ Do you find it difficult to maintain proactive monitoring to ensure issues are alerted before they arise?
- ✗ Are you limited for time to be able to keep abreast of the ever-changing technology and application roadmap?
- ✗ Are you struggling to replace someone who's left the organisation?

✓ If your response to any of these questions is **yes**, then Simpson Associates Managed Services could be the answer.

Choosing the right Managed Services provider is an important decision for any organisation.

Simpson Associates offers a range of Managed Services for data and performance management solutions. We are a Gold Microsoft Data Platform, Data Analytics, Cloud Platform, and Datacenter partner, an IBM Gold Partner, and an Information Builders partner.

Our Managed Services offerings focus around the Microsoft suite of data analytics and management products, including **SQL Server**, **Azure SQL**, **Azure Synapse**, **Azure Data Factory**, **Power BI**, **Azure DevOps**, **Azure IoT** and the IBM products including **IBM Planning Analytics**, **Cognos EP** and **Cognos Analytics** Suites. A dedicated **Remote Database Administration (DBA)** Managed Service for Microsoft SQL Server is also available.

Viewing customers as equal partners, we take the time to understand your business. We work closely with you to identify your needs and challenges that go way beyond the technical solution, building you a service that fits your way of working.

As strategic partners, we do what we say we'll do. We are a skilled, committed Managed Services team based in the UK, who constantly strive for quality and never take shortcuts.

Supported Technologies include:



Microsoft SQL Server
(all versions)



Azure SQL



Azure Synapse Analytics



Azure Data Factory



Power BI



Azure DevOps

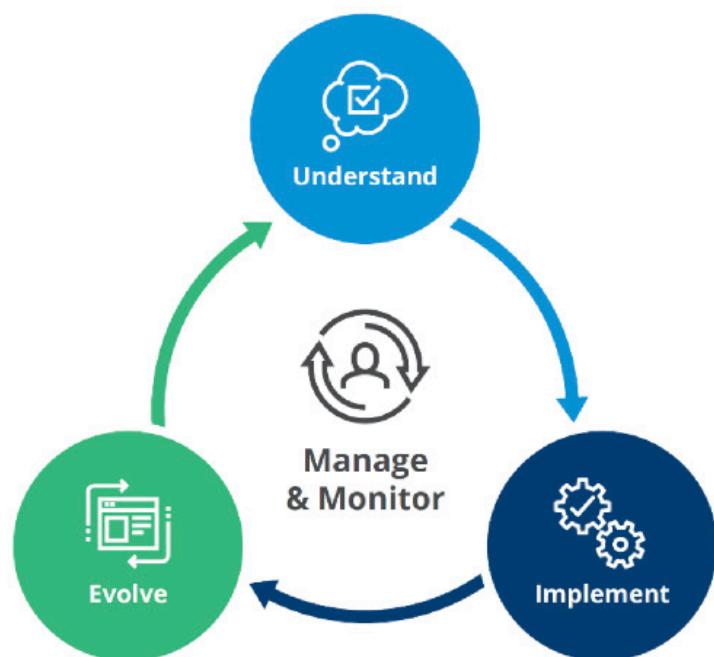


Azure IoT



IBM Cognos Analytics
IBM Planning Analytics

We approach all of our Managed Services with the same four phase methodology:



Understand

Understanding your business is the key to our Managed Services offering. During a Managed Services Insight Workshop we'll evaluate your current status and work closely with you to identify your needs and challenges beyond the technical solution, ensuring we build a service that fits your way of working.

Implement

Whether we're building your solution or supporting something that's already in place, we'll deploy our Managed Services with collaborative tools and processes that underpin your critical deliverables and align with your business outcomes.

Manage and Monitor

We'll keep your solution working smoothly. We'll watch what's happening behind the scenes, monitoring availability, capacity, and performance right down to the underlying delivery platforms, and preventing issues before they arise. When you need us to do something more for you, we're just a click or a call away.

Evolve

Throughout the Managed Services, we will take the time to review your business needs so that we can ensure your solution stays relevant. Driven by our detailed knowledge of the fast-moving analytics technology space, we'll empower you to make the most out of your investment and benefit from the latest innovations.



Why Simpson Associates Managed Services?

- ✓ **We want to understand:** We resolve to understand your key challenges and needs, to enable us to provide a service that fits and evolves with your business.
- ✓ **We provide more than Managed Services:** We provide a partnership which is focussed on minimising interruptions to your business, along with a strong emphasis on knowledge sharing.
- ✓ **Personal approach:** A dedicated support consultant assigned to you, and due to the structure of our business, the support team will have access to the delivery consultant when necessary.
- ✓ **Flexibility:** We tailor the offering, to provide the right service to suit your needs and budget.
- ✓ **Optional Extras:** A variety of optional modules allows you to pick and choose.
- ✓ **SLA driven service:** A tiered set of SLAs aligned to each of the Managed Services gives you the assurance you need.



Level of Service to fit your business

With 3 tiers of Managed Services, plus the ability to customise with optional add-ons, we can ensure we only ever provide you with what you need.

Essentials

Provides a reactive Managed Service so you can run your application day-to-day, with the confidence that Simpson Associates are just a click or a call away when you need us.

Premium


Delivers a fully managed application, with targeted proactive monitoring and capacity management to minimise service interruption.

Enterprise

Supports your business-critical application with the highest level of management and support, with performance monitoring and SLAs, and maximum availability through robust change and release management.

Customisable - Optional Add-ons

Our core Managed Services have the flexibility to pick and choose from a range of additional optional modules:

-  **Extended Service Hours** - beyond the standard 9-5.30, right up to 24/7.
-  **Additional Consultancy or Development Days** - purchase pre-paid consultancy days, enabling simpler budget management.
-  **Application Hosting** - in Microsoft Azure, either on a PAYG basis, or full SaaS application delivery.
-  **Platform upgrade support** - Specialist consultancy to support platform migrations and upgrades.
-  **Application Code Maintenance** - Application specific maintenance to support bug fixes and underlying platform changes.
-  **Remote DBA Service** - A dedicated DBA Managed Service for MS SQL Server is also available.

Contact

Let us take away the
headache of managing
your data solutions



The key to delivering the best Managed Services for your data or performance management solutions is to truly understand your needs and challenges.

Contact us today to book your free Customer Insight Workshop, during which one of our data experts will assess your needs, make personalised recommendations and ultimately help you manage your data solutions.

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“When a key member of my team left the organisation, Simpson Associates filled that skills gap with their ‘Essentials’ Managed Service offering. As well as providing an excellent support service at the right level for my needs, Simpson Associates have removed the headache of finding resource to fulfil a very specific role.”

James Targett

Application Service Delivery Manager, A Food Manufacturer

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