Resource as a Service

The complexity of managing modern infrastructure places unprecedented demands on in-house IT resources. As organisations continue to digitise operations and embrace new technologies, IT teams are expected to retain required levels of expertise in all things.

The reality is most IT budgets have remained static in recent years, whilst the IT department is expected to facilitate everything from day-to-day maintenance and lights-on support, to transformative initiatives.

It's simply not cost effective, or realistic, to retain a full-time, accredited resource for every device and application in your digital domain; nor is it practical to maintain a transformation level of expertise when only a BAU support level is necessary. At the same time, your organisation might not be ready for the financial commitment of a fully outsourced, managed maintenance and support contract.

A Block Hours contract with Datrix could be the answer.

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Our flexible approach to Block Hours means clients can use their purchased time to draw down against a range of skills ranging from entry-level to expert, with the confidence offered by an SLA that delivers a guaranteed response time.

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Time can be used to support infrastructure that is out of scope from a maintenance agreement to moves, adds and changes or even bespoke project services engagements.

"

Block Hours contracts enable organisations to subscribe to skills to deliver maintenance and project work and offset the time purchased against resources as and when they are needed.

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Block Hours Benefits

› Rapid access to vendor-accredited technicians

› Minimal risk associated with device failure or systems downtime

› 24/7 reactive support and maintenance

› Access to Datrix service desk and professional services

› A flexible commercial model that balances technical support and consultancy needs

› Depleted on a consumption basis

Time may be subscribed to in blocks of 25, 50, 100 or 200 hours and is allocated in 15-minute increments, which are debited from the Block Hours contract as they are used.
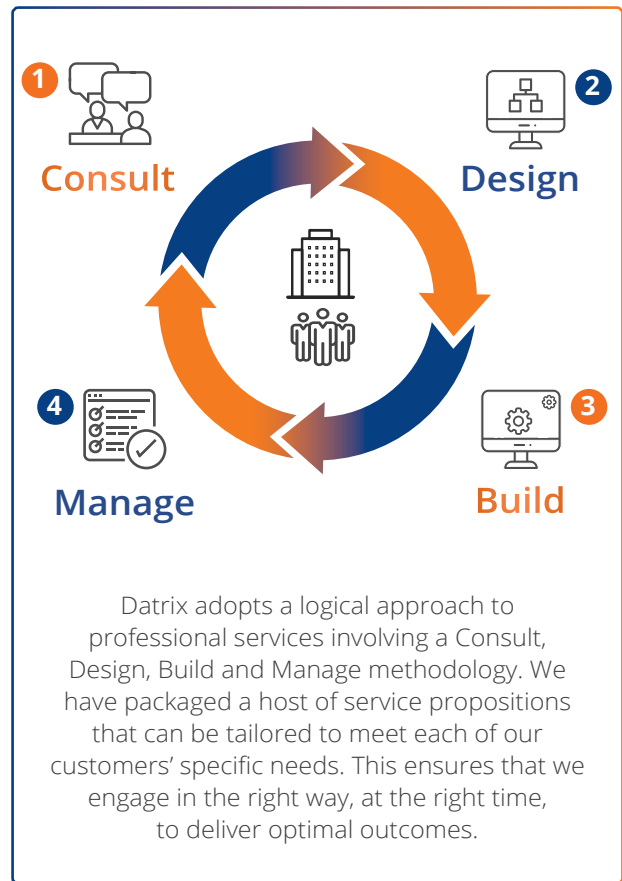
"

A Block Hours contract will renew annually, ensuring long-term access to the relevant skilled resources without the need for scoping of individual projects and the time-consuming raising of bit-part purchase orders to deliver small engagements. Hours not consumed in a year will automatically roll in to a renewed contract, and if hours are fully consumed before the year is out, "bolt-ons" can be added to increase time on an ad-hoc basis.

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Reactive maintenance and support hours can be redeemed whenever required, in accordance with the chosen SLA. Professional services hours for projects such as systems audits, site surveys or pen testing would need to be scheduled in advance.

Economies of scale are available for Block Hours contracts. The larger the bundle of pre-paid services you contract for, the lower the hourly rate.

1 Consult

2 Design

3 Build

4 Manage

Datrix adopts a logical approach to professional services involving a Consult, Design, Build and Manage methodology. We have packaged a host of service propositions that can be tailored to meet each of our customers' specific needs. This ensures that we engage in the right way, at the right time, to deliver optimal outcomes.

Datrix is a leading **Smart Infrastructure** and **Cyber Security** solutions provider.

Established for over 25 years, digital transformation is the driving force behind the evolution of Datrix services and solutions. Our professional and technical services teams adopt a consultative, client-centric approach that sees us design, build and manage superior solutions.

Our critical networking, communications and cyber security solutions are the preferred choice for the nation's key institutions, as well as public and private sector organisations seeking to address the business challenges of compliance, performance, availability and affordability.

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