

Managed Services

Flexible and scalable service ensuring IT infrastructure and critical services are protected and available 24x7



As organisations become more reliant on IT within business, appropriate safeguards are needed to protect their investment. Multi-site offices and remote workers present IT managers with a regular influx of new challenges.

Imerja provides round the clock managed services, giving you peace of mind that our highly skilled networking and security experts are monitoring and protecting your network 24x7.

Based from two national Imerja Security Operations Centres (ISOC), Imerja delivers proactive monitoring and managed services based on ISO9001 and ISO27001. All services are delivered to SLA agreed in advance to suit your requirements.

In delivering this service, Imerja has developed its own monitoring and management solution, ServiceAlert™, which is continually refined and improved by the team to help deliver better services to end customers.

Widely acknowledged in the industry for reducing operational costs, ServiceAlert has been developed to the requirements of its customers and delivers cost effective business service monitoring.

In the event that ServiceAlert receives an out of parameter response (such as no or slow response) it will automatically raise an alert within the monitoring system and is responded to by support staff who immediately investigate, identify and rectify the cause of the problem.



**We see IT from
your perspective**

Imerja's support, monitoring and managed services provide customers with a single point of contact, at the same time relieving in-house IT staff of time consuming training on new technologies, implementation, and maintenance responsibilities.

Able to maintain a flexible approach in the structure and delivery of its maintenance and technical managed services, Imerja can fine tune its core service offerings to meet with your particular business requirements.

Our security professionals will notify you and initiate protective measures in the event of an attempted breach in security. Our proactive monitoring, managed and predictive security and communications support services are based on ISO9001 and ISO27001.

In addition Imerja can provide options for air-gap security, dedicated leased line connectivity and secure VPN access across your organisation.

“The support Imerja provides enables us to focus on the strategic development of our business without having to worry about the security and performance of our corporate infrastructure.”

Head of IT
Sport England

- IT Security
- IT Infrastructure
- Complex Hosting
- Managed Services

From security and network design through to the total management of the latest products and services, our team of skilled networking and security experts can help you save money and time, freeing you to concentrate on your core business and the needs of your customers.

With Imerja providing technical support and maintenance on your IT infrastructure you are ensuring that your organisation receives the best return on its IT investment.

Imerja's managed services are bespoke to each client's requirements and are designed to reduce operating costs whilst increasing business efficiency.

To find out more how Imerja can work with your organisation to help realise efficiencies and cost savings please contact us on the number below or email us at info@imerja.com.

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