

CISILION

Managed Services

It's all about exceptional customer experience.

Being a valued MSP goes way beyond the management of technology, meeting SLAs and churning our reports. Our customers tell us that the value we provide above all, is how we go beyond this each and every time by focusing on continuous value and our commitment to always deliver an exceptional experience.

Benefits of our Service



Global Managed Service offering



Aligned to your technical and Business needs



Automated Security and Event Management



Best-in-class response & resolution rates



Dedicated Customer Experience Management



Single contract, aligned SLAs, and reduced cost

Service Summary

Managed Services that scale, flex and adapt to your organisation’s needs.

	☆☆☆ React	☆☆☆ Monitor	☆☆☆ Manage
Access to Service Centre	✓	✓	✓
Incident Management	✓	✓	✓
Problem Management	✓	✓	✓
Service Request Management	✓	✓	✓
Change Enablement			✓
Event Monitoring		✓	✓
Service Asset & Configuration Management		✓	✓
Vulnerability Management			✓
Patch Management			✓
Security Management			✓
Knowledge Management			✓
Client Success Management		✓	✓
Lifecycle management			✓
Product advisory			✓
User Adoption			✓
License management			✓
Backup and Restore			✓

Cost Model

Flexible and adaptable to fit your service and business needs.

- Per User
- Per Device
- Per Technology
- Per Platform

“Cisilion are a very professional organisation and I have great confidence in their ability to deliver complex projects of this type with ease. All of their personnel have been engaging and supportive and we have definitely chosen the right supplier.”

Mabel Harvey, IT Director at legal firm Fieldfisher

fieldfisher

Need help? Whatever your requirements, we’d love to hear from you.

Book a Call