

SERVICES GUIDE

Unburden your in-house IT talent with Enable, Assure or Fully Managed Services

Managed Services



Meet the Managed Services Team



“My role as Services Director is to lead the delivery and operational functions of the services business, focussed on Customer experience and service capability while driving efficiencies through automation and shift-left.”

Jimmy Devlin, Services Director



Gavin Burne

Head of Service Management Office

“I lead a cross-departmental strategy for improving service delivery and connecting multiple service areas. My role includes governance and support to improve service functions and efficiency. My team manages essential elements, including resourcing, clearances, vetting, and collaborative workspaces. Our oversight ensures a coordinated and effective operation throughout all service areas, enhancing the overall service quality delivered to our customers.”



Rob Moorcroft

Managed Services Architect

“With 16+ years as a Service Solutions Architect in the IT sector, I have developed service solutions for prominent UK organisations. My expertise spans service desk, end-user compute, and infrastructure monitoring in on-premise, cloud, and SaaS environments. Dedicated to creating ITIL-aligned solutions, I ensure they meet customer needs and strategic objectives, maintaining a consultative approach from presales to operational delivery for an integrated service lifecycle.”



Sian Conolly

Head of Service Delivery

“As the leader in Service Delivery, I guide my team to excel in Hardware Support, Service Desk, and Managed Services. My objective is to provide top-tier, user-focused services. Emphasising user satisfaction, we collaborate with the Customer Success team to innovate and elevate the user experience (UX) through Self-Service, Automation, and Experience Monitoring. We are committed to delivering unrivalled user-centric services centred around our customers’ needs.”



Brett Edwards

Head of Service Desk

“As an ITIL V4 certified Operations Manager, I lead our service desk teams, ensuring 24/7 top-tier customer support. My role involves directing technical analysts and managing on-site resources. My team’s expertise spans Change, Major Incidents, Knowledge, Asset, and Problem Management, enhancing our service quality. Additionally, I oversee a team handling hardware services, ensuring smooth operations for starters, and leavers, and resolving hardware issues effectively.”



Rob Lockwood

Head of Engineering Operations

“With over three decades in the IT sector, I oversee Field Services, Configuration Services, Hardware Repairs, Hardware as a Service, and Managed Print Consultancy operations. My team, consisting of certified and security-cleared engineers, skilfully manages in-house and OEM-backed repairs for over 1.5 million devices annually. Dedicated to sustainability, we specialise in upcycling old IT assets for reuse. We strive for service excellence to achieve mutual success.”

Our Services Framework

Our proven service methodology, leveraged by some of the UK's largest organisations:

Supply Chain & Fulfilment Services

Unbeatable services to support your pre-delivery and after-sales experience.

[Find out more](#)

1

Customer Success Services

Remove the guesswork with unbiased advice and meaningful data

[Find out more](#)

2

Professional Services

Unlock value swiftly with comprehensive design and delivery services

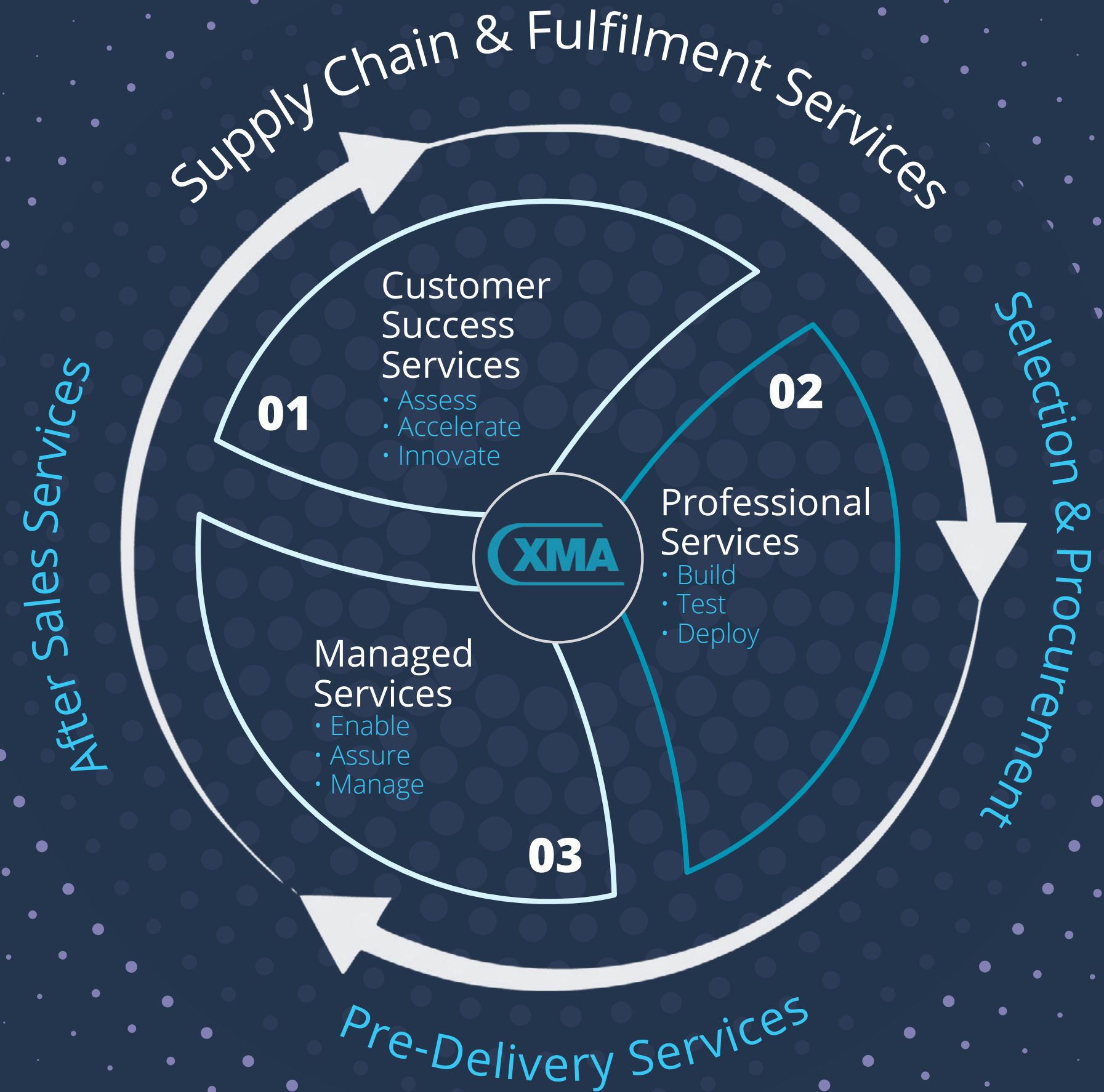
[Find out more](#)

3

Managed Services

Unburden your in-house IT talent with Enable, Assure or Fully Managed Services

[Read on to find out more.](#)





Managed Services

Unburden your in-house IT talent with Enable, Assure or Fully Managed Services

From admin training and platform management, to change and technical account management, our modular approach allows you to tailor our services to suit your specific requirements.

1

Enable

Fundamental training for IT Admins, quarterly system performance check-ins, and optimisation with evolving customer needs.

2

Assure

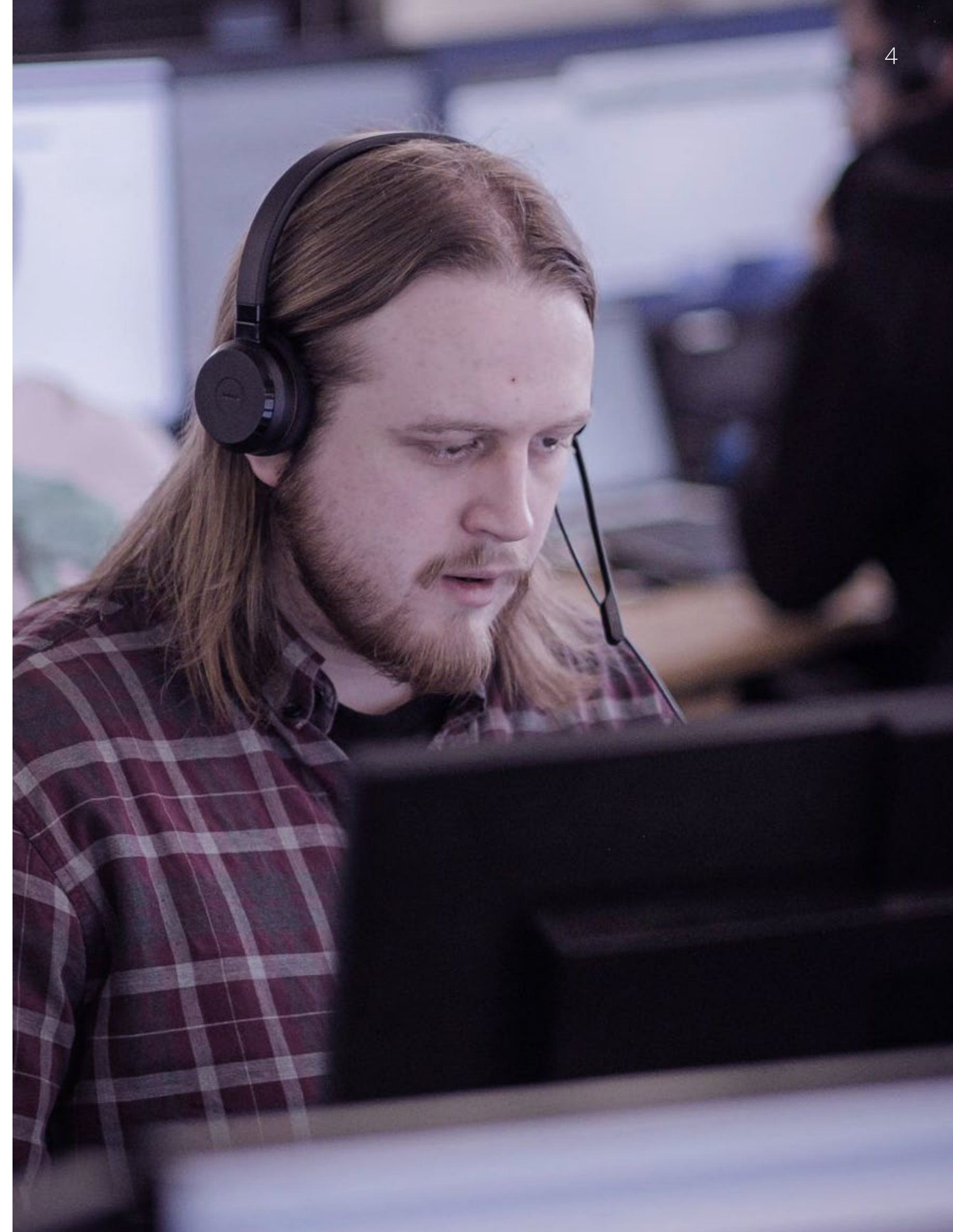
Solution impact evaluation, comprehensive business reviews, advisory board overseeing system changes, risk assessment, and strategic alignment.

3

Manage

Explore the comprehensive scope of our managed services and learn why several leading UK organisations chose us.

[Read on to find out more](#)





Manage

As one of the UK's largest providers of technology solutions we supply outsourced IT Managed Service services to organisations across both the public and private sectors.

Focused on outcomes and user experience our technology and vendor agnostic Managed Services positively addresses the critical scalability, flexibility and accountability issues that all organisations face in operating in today's dynamic, demanding and ever-changing world.

Our partnership approach allows customers to wholly focus on their core business through providing confidence and certainty that their IT will provide the service and value it should, both now and in the future.



Why Customers Choose Us



UK-Based Expertise
Two dedicated UK-based contact centres, ensuring localised expertise and timely response.



24/7 Access Channels*
Choose from Self-Service Portals, Email, Voice, Chat, and more to match your preferred method.



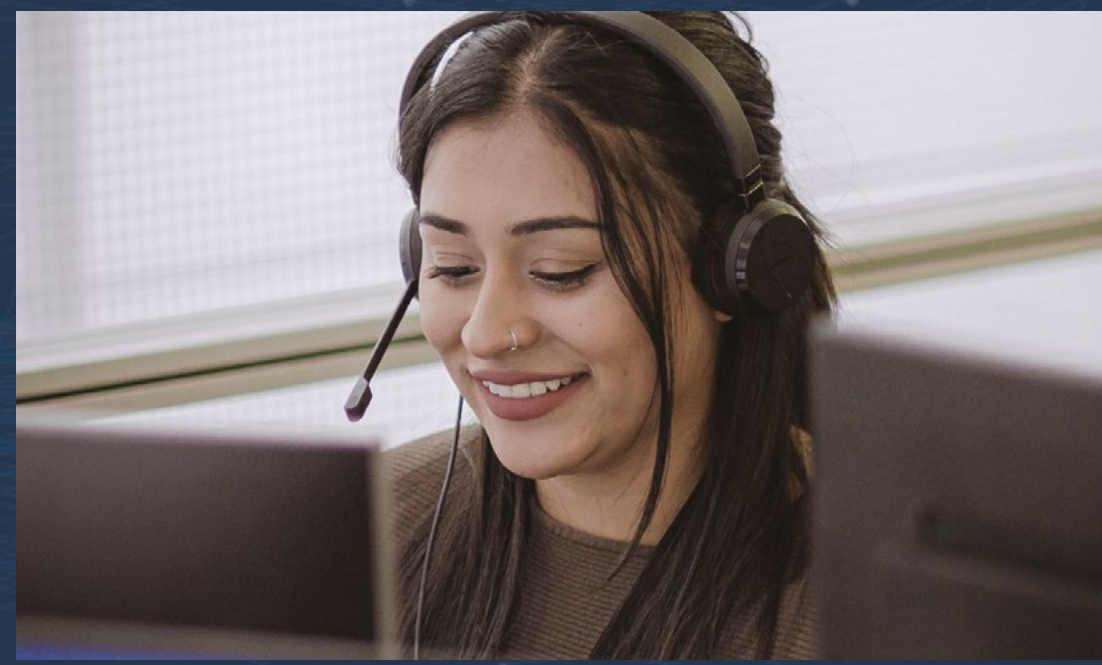
Best-in-Class Training
ITIL 4 certified professionals, ensuring adherence to the latest best practices in ITSM.



Trust & Security
Security-cleared staff, safeguarding your data and ensuring confidential operations.



Holistic Service Approach
Comprehensive service management combined with a focus on customer success.



As the chosen partner for customers including, among others West Sussex County Council, M&G, Version 1, Department for Transport, Historic England and the Metropolitan Police it's clear our IT Managed Service solutions deliver real outcome and value benefits.



*24/7 is applicable to our Service Desk offering.

Service Desk

In today's dynamic IT environments, efficiency and cost-saving are paramount.

Organisations are increasingly choosing to outsource their IT service desk, harnessing external expertise without the challenges of recruitment and upkeep.

With the right managed service provider (MSP) at their side, they offer employees round-the-clock support and quick resolutions. This approach also enables in-house IT teams to concentrate on strategic, high-impact projects.

The result? Scalability, cost-efficiency, and unwavering service quality for all.

Service Overview

XMA's Service Desk enables our customers to experience round-the-clock (24/7) IT support delivered by our accredited, remote or onsite ITIL-aligned service operations.

Service Benefits

- 24/7 ITIL-aligned Service Delivery:
 - Configuration Management Database (CMDB)
 - Managed JML (Joiners, Movers & Leavers) Process
 - Incident Management
 - Request Fulfilment
 - Triage, Ticket & Escalation Management
 - Proactive & Reactive Tasks
 - Platform Management
 - Release & Deployment Management
- Optional:
 - Bring your Own (BYO) ITSM Instance*

*Applicable to leading platforms including Ivanti and ServiceNow



Customer Testimonial

“The process of disaggregating a complex long term service contract into more focused service towers, including Service Desk and End User Compute, would have been considerably more challenging without XMA. Their One-Team partnership approach coupled with their willingness to be truly flexible was genuinely refreshing, and we now have a high-quality service that positively supports users in the post-pandemic hybrid working world we now operate in.”



Stewart Laird,
CIO and Head of IT, West Sussex County Council

82%

of organisations prioritise improving existing services as a key investment for transitioning to the Total Experience strategy¹

Being a Great Place to Work

“As a Technical Analyst at XMA, I’ve found it to be more than just a job – it’s a community. Every day brings new challenges, but with a team like ours, there’s always a way forward. Honoured to be a part of an environment that values its employees as much as its customers.”



Chinonso 'Vivian' Ojinnaka
L1 Technical Analyst

Hardware Management as a Service (HMaaS)

More than **8 in 10** IT decision-makers agree that the focus needs to move from short-term solutions to strategic technology investment²

Balancing the demands of on-site and remote device setups, coupled with management, delivery, collection, and upkeep, can side-track IT teams from strategic goals.

Add to that the changing work patterns and emphasis on sustainability, and the challenges mount.

An efficient device lifecycle management strategy is essential to uphold organisational flexibility, ensure consistent business operations, and enhance the user experience.

Service Overview

XMA's Hardware Management as a Service (HMaaS) enables our customers to realise their strategic technology initiatives. Lighten your IT team's load and enhance user experience with our comprehensive end-to-end device lifecycle services.

Service Benefits

- ITIL-aligned Service Delivery:
 - Configuration Management Database (CMDB)
 - Managed JML (Joiners, Movers & Leavers) Process
 - Ticket & Escalation Management
- Device Selection & Flexible Finance Options
- Pre-delivery Configuration Services
- Secure Storage & Sustainable Shipping
- Break-fix, Device Upcycling, & Secure Asset Retirement
- Optional:
 - Bring your Own (BYO) ITSM Instance*
 - Tech Bars & Smart Lockers

*Applicable to leading platforms including Ivanti and ServiceNow

Related Services

Configuration Services

Simplify your deployment process and save valuable time and effort with our hardware configuration services. Benefits from device configuration, asset tagging, testing, and seamless deployment for enhanced efficiency.

- Windows Autopilot for pre-provisioned deployment (device apps, settings, policies, user setup)
- Device imaging using a hosted deployment solution (DCIM, MDT)
- Android device enrolment using Android Zero Touch or Samsung Knox Mobile Enrollment
- Chrome Enterprise Enrolment and ChromeOS Flex upcycling
- Apple Business Manager (ABM) and Apple School Manager (ASM)
- Volume credit for bulk purchases and distribution of apps and books

End User Compute

- Hardware installation, BIOS and firmware upgrades and RAID configuration
- Server Network Operating System (NOS) installation or imaging
- Software application installation
- IP address and hostname configuration
- Remote management configuration
- Full rack configuration and cabling

Servers

- Configuring and testing of network devices to customer specifications
- Installing software/firmware updates
- Labelling devices for easier identification

Networking

Additional Services

- Component install (CPU, RAM, hard drive/SSD, GPU etc.)
- Peripheral install (screen protectors, cases etc.)
- Asset tagging, including tag creation
- Custom inserts with clear instructions for users
- Security marking
- SmartWipe - clear liquid solution that carries a unique forensic code
- DNA - combining unique DNA coding with Invisiole BioTechnology
- Selectanix - forensic coding and asset identification
- Laser etching
- Secure and custom packing

Managed Logistics

We prioritise sustainability with packaging reduction, reuse, and recycling practices. From initial tags to product tracking, we ensure environmentally friendly handling of your IT products.

- Annually, we process over 85,000 shipments, comprising more than three million individual items.
- We provide both standard and custom domestic shipping options from 10:30am to 10pm on business days
- Our package tracking system provides complete order visibility, helping pre-empt and resolve potential delays
- In the past year, we've achieved an exceptional shipment accuracy rate of 99.97%

Sustainable Shipping

	Bronze	Silver	Gold	Platinum
MOQ	20 units	20 units	40 units	40 units
Bill and Hold	Yes	Yes	Yes	Yes
Packaging type	Reduced	Reduced	Zero	Zero
Dispose of retail packaging	Yes	Yes	Yes	Yes
Carrier type	Standard	Standard	Dedicated	bespoke
Drop off type	Kerbside	Kerbside	Delivery to Room Pars to Staff	Delivery to Room Pars to Staff
Collection like for like assets	—	Optional	Yes, Future Date	Yes, Same Day
Compliant WEEE disposal	Yes	Yes	Yes	Full WEEE Asset Report and Potential Reuse

"XMA has succeeded in enabling healthcare services in Gloucestershire to 'go mobile'. XMA proved to be very flexible and that enables the relationship to work very well. We are extremely pleased with how XMA have managed this process"

Service Delivery Manager, NHS Gloucestershire

[FIND OUT MORE](#)

Case study: Transportation

The entity collaborates with agencies and partners to enhance the mobility infrastructure in England.

Challenge

Upon renewing their Service Desk contract with XMA, the Customer sought our expertise in hardware management. With their vast employee base spread across England, many of whom work from home, they emphasised the importance of swift break-fix services and efficient management of the JML process. A significant challenge was reclaiming equipment from home workers after their departure from the organisation.

Outcome

Our HMaaS service effectively tackled the Customers challenges, offering leavers multiple return options, including post office drop-offs and scheduled collections. Moreover, XMA is assisting with the sustainable renewal and retirement of phones and laptops. The Customer is also considering our Smart Lockers for staff self-service and IT Automation Services to support their shift left strategy.

Set sustainability at the heart of your business

[FIND OUT MORE](#)



Think Sustainable First

“Think Sustainable First’ isn’t just a catchphrase; it’s ingrained in everything we do. It’s a privilege to work for a company that is not only forward-thinking but also dedicated to making a positive impact to our planet.”



Paul Glen
Workshop Team Leader



Infrastructure Monitoring as a Service (IMaaS)

Radically simplify problem remediation to reduce MTTR (mean time to repair) across your hybrid environment by over **90%**³

In a digital landscape with ever-expanding IT infrastructure, there's a pressing need for unified, efficient monitoring across hybrid environments.

The hurdles? Dynamic alerting, root cause identification, swift deployment, and avoiding tool clutter.

By consolidating observability, harnessing AI-powered insights, and refining configurations, IT teams can proactively tackle potential challenges before they arise.

Service Overview

With XMA's Infrastructure Monitoring as a Service, you can offload some or all the monitoring of your crucial in-house and cloud-based data centre technologies and applications, all while retaining complete control.

Service Benefits

- Private & Multi-cloud Monitoring
- Incident Resolution
- Vulnerability Alert Monitoring
- 24/7 ITIL-aligned Service Delivery:
 - Incident Management & Request Fulfilment
 - Triage, Ticket & Escalation Management
 - Proactive & Reactive Tasks & Maintenance
 - Platform, Release & Deployment Management
- Optional:
 - Configuration Management Database (CMDB)
 - Bring your Own (BYO) ITSM Instance*

*Applicable to leading platforms including Ivanti and ServiceNow



Customer Testimonial

“The British Business Bank operates in a very demanding and dynamic environment meaning that any partner we work with must be able to flex accordingly to support the challenges that brings.

In XMA we have a partner that delivers on this. They operate proactively in their infrastructure monitoring, support and maintenance services and work collaboratively to support professional services engagement. Their One-Team ethos means they understand our strategic direction and work collaboratively to positively evolve the service, ensuring that the partnership continues to deliver demonstrable value.”



Andy Littlewood,
MD of IT Infrastructure & Operations
British Business Bank

Service Excellence

“As a Service Delivery team member at XMA, I see ‘Service eXcellence’ in action every day. Our managed services stand out because of our unwavering commitment to quality and consistency. Proud to contribute to a team that sets such high standards.”



Garry Naik-Jones
Service Delivery Manager

Managed Print Services (MPS)

Alongside the benefits currently offered by MPS, **64%** prefer providers offering workplace services; **47%** want cloud print; **41%** seek collaboration services⁴

Successful organisations partner with forward-thinking MPS providers, knowledgeable in both the heritage of print and the modern advances of digital transformation.

These partners provide a comprehensive viewpoint, serving as bridges to ensure their customers excel amidst transitions. Their encompassing scope and methodology guarantee top-tier solutions without tying their income to print revenues.

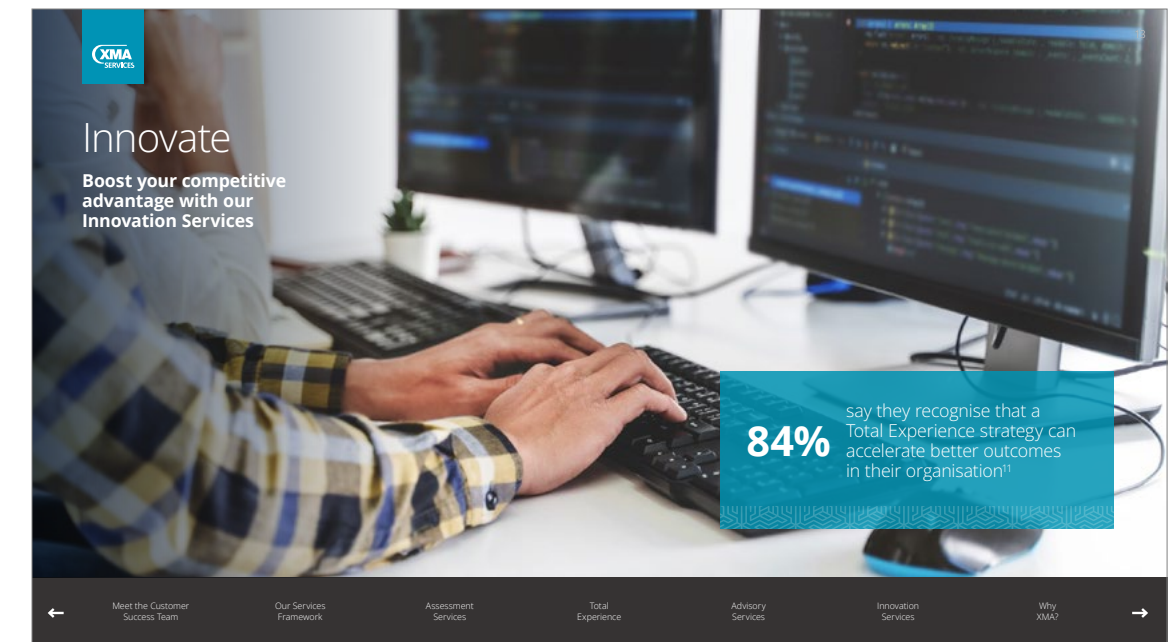
Service Overview

XMA blends Print, IT, and Security services, focusing on sustainability and hybrid work efficiency. Choose smarter printing with XMA. Reduce your print costs, waste, enhance fleet security and benefit from tailored, penalty-free remodelling.

Service Benefits

- Agnostic Print Device Selection
- Document & Hardware Security
- SaaS and Self-Hosted Software Solutions
- Automated Toner Replenishment & Billing
- Break-Fix, & Secure Asset Retirement
- ITIL-aligned Service Delivery:
 - Incident Management & Request Fulfilment
 - Triage, Ticket & Escalation Management
 - Proactive & Reactive Tasks & Maintenance
 - Platform, Release & Deployment Management
- Advanced Mailroom & Document Solutions

Related Services



[FIND OUT MORE](#)

Case study: Government Agency

The Agency plays a vital role in promoting safety and maintaining and enforcing standards.

Challenge

The Agency approached us with a unique challenge. Despite our previously stellar performance in managing 50 of their devices, a significant portion of their estate was still under the control of another incumbent. They expressed their desire for more flexibility in their fleet management, mainly since they aimed for a hefty 20% yearly reduction in fleet size.

Outcome

Offering the ability to adjust fleet size and modify devices within the contract duration, we met the Agency's downsizing goals. Consequently, we took charge of 450 devices, decreasing the monthly print volume below 400K for mono and colour. Additionally, the introduction of our management software enhanced their operational efficiency. Our provision for flexible device returns offers them unmatched autonomy in fleet oversight.



Exceptional Customer Experience

"Every solution we provide is anchored in the 'eXceptional customer eXperience'. Within the MPS team, we emphasise our customers' best interests, extending Penalty-Free Remodelling and advocating 'Print-Less' strategies. It's all about tailored, impactful solutions."



Oliver Netherton
MPS Technical Solutions Manager

Managed Security Services

By 2025, **60%** of organisations will be actively using remote threat disruption and containment capabilities delivered directly by MDR providers⁵

Our CREST and Microsoft (MISA) credited partner, Six Degrees, delivers reliable, 24/7 threat detection and protection services, under the seal of UK sovereignty. Trusted by the police and government, they are the guardians of some of the UK's most valuable assets.

Service Overview

- UK-centric management, detection, and response to endpoint threats.
- Gain peace of mind, reassurance, and confidence in your security posture.
- Achieve continuous monitoring and intelligence by partnering to extend your business' security capability.
- Gain the knowledge and technology capability to get ahead of threats by accessing professionals that understand and can interpret them.

Related services

Security Testing
Our security testing services are available independently or integrated into a project. We collaborate with top-tier security experts to ensure comprehensive assessments.

By involving an external entity, we ensure an objective and unbiased evaluation of our work. The primary aim of our security testing is to pinpoint system threats and evaluate potential vulnerabilities. This proactive approach ensures threats are addressed promptly, maintaining system functionality and preventing exploitations. Discover how our Security Testing Services, in partnership with 6 Degrees, can guide you to your desired results.

By 2025, at least 75% of IT organisations will face one or more attacks⁵

Security Testing Portfolio

- **Vulnerability Scanning** – An automated process that identifies and classifies security gaps in a system, highlighting potential points of exploitation without actual intrusion, ensuring up-to-date protection.
- **Security Scanning** – Comprehensive assessment of IT infrastructure, applications, and networks to detect security threats, misconfigurations, and vulnerabilities, helping you maintain a robust security posture.
- **Penetration Testing** – A simulated cyber-attack against a system to exploit vulnerabilities, assessing the system's defense capability and providing actionable insights for strengthening security measures.
- **Security Auditing** – A systematic evaluation of your information systems, measuring compliance with established policies and standards, aiming to ensure data integrity, confidentiality, and availability.

[FIND OUT MORE](#)

← Meet the Professional Services Team | Our Services Framework | Build | Test



“As the IT Director of a leading IT solutions and services provider, it’s essential for us to not only advocate for top-tier services but also to embed them into our internal operations.

My team rigorously evaluates these services. Through our adoption of Six Degrees’ MDR/XDR service, we’ve discovered the transformative impact on both our customers and XMA. Our managed services customers get to experience further advantages.

The enthusiasm of my team to introduce these services to our customers is a testament to their unmatched effectiveness. With Six Degrees supporting us, our actions resonate as loudly as our words.”



Jason Birtwell,
IT Director, XMA

Managed Services Portfolio

Managed Detection and Response (MDR/XDR)

Secure your workforce with a world-class service that utilises best in breed technologies to monitor, collect, detect, investigate, and respond to endpoint threats.

Cyber Security Operations Centre (CSOC/SIEM)

Gain 24/7 comprehensive security monitoring and incident management across your entire infrastructure.

Managed Threat Intelligence (TI)

Bolster your managed CSOC/SIEM with this add-on to proactively tackle potential and active security threats.

Cyber Security Incident Response (CSIR)

Enhance your managed CSOC/SIEM with this add-on and gain direct access to experts to handle and neutralise threats.

Supplementary Security Services

- Disaster Recovery (DR) Management Service
- Virtual Chief Information Security Officer (vCISO)
- Virtual Information Security Manager (vISM)



About 6 Degrees

- **Strength of Talent** – Boasting some of the UK’s finest, our team is enriched with SC-cleared cyber experts, Microsoft MVPs, and a dynamic mix of seasoned and emerging professionals.
- **Secure by Design** – Our services prioritise security from inception. Leveraging CNS at Six Degrees’ robust cyber expertise, we ensure paramount security across all services. No compromises.
- **Microsoft Azure Expert MSP** – As pioneers among the UK’s Microsoft Azure MSPs, our prowess extends further. We’re exclusive members of Microsoft’s Intelligent Security Association (MISA) and proudly hold numerous Microsoft certifications and specialities.



Why XMA?



Homegrown

We are a private, family run UK-based business.



Award-winning

We are a national award-winning IT reseller.



Public sector approved

We hold status on 25+ procurement frameworks.



Right-sized

We can provide and tailor service solutions for any size project, while maintaining a personal experience for every customer.

[VIEW OUR FRAMEWORKS](#)



Established

We have served thousands of customers over 35+ years in business.



Partner accredited

We have an unrivalled partner accreditation portfolio that means customers have access to best-in-class solutions, always.

With XMA's outcomes-focused philosophy we can make sure that every solution you implement is in alignment with your organisation's goals, and that you have the support you need at every stage of the process.

Find your headspace with XMA Services. Let us take care of your day-to-day so you can focus on your future.

Get in touch to discuss your IT service needs.

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www.xma.co.uk

Sources

1. XMA Total Experience Study March and April 2023
2. XMA Outcomes Research Mar-21
3. Virtana
4. Quocirca's Managed Print Services Market Landscape Report, 2022
5. Gartner - Market Guide for Managed Detection and Response Services (Feb-23)

Crown
Commercial
Service
Supplier

INVESTORS IN PEOPLE®
We invest in people Standard

