



Supplementary SERVICES

CONSULTING & ASSESSMENT SERVICES

- ONSITE RESOURCE SERVICES
- SCHEDULED
- EMERGENCY DISPATCH

HARDWARE REPAIR SERVICES

WEB SERVICES

PROFESSIONAL SERVICES

HOSTING SERVICES:

- MAIL - EXCHANGE OR LINUX
- FILE SERVICES
- BACKUP
- COLLABORATION
- IM, SAAS
- WEB

Expectations for IT Have Never Been Higher.

Are you experiencing any of the following?

- IT Staff stretched too thin or wider skill-sets required
- Finding that business critical projects are lagging because of firefighting or downtime
- Have unpredictable IT Operational costs
- Require 24/7 coverage but too costly

NOVAcare is a robust suite of Managed Services to ensure your network, servers, applications and security infrastructure are available and secure: 24/7 - allowing you to focus on your core business while we focus on ours: your network.

Delivered from Nova's 24/7/365 staffed Network Operations Centre (NOC), **NOVA**care offers fast response, deep expertise, ITIL-based process, and technology to deliver innovative services of exceptional quality.

We Understand - **NOVA**care

Choose the solution best suited to meet your needs. Our Managed Services can be bundled as a package or obtained separately by device and level of service as shown in the diagram above.

Benefits

- Improved performance, availability and security
- Cost containment and reduced Total Cost of Ownership
- 24/7 access to expert resources
- Allow you to focus on your core business
- Improved employee productivity
- Single point of contact
- End-to-end problem ownership
- Immediate access to ITIL process discipline
- Compliance with security laws and standards

NOVAcare best-in-class Managed Services goes far beyond the traditional "heart-beat" check.