



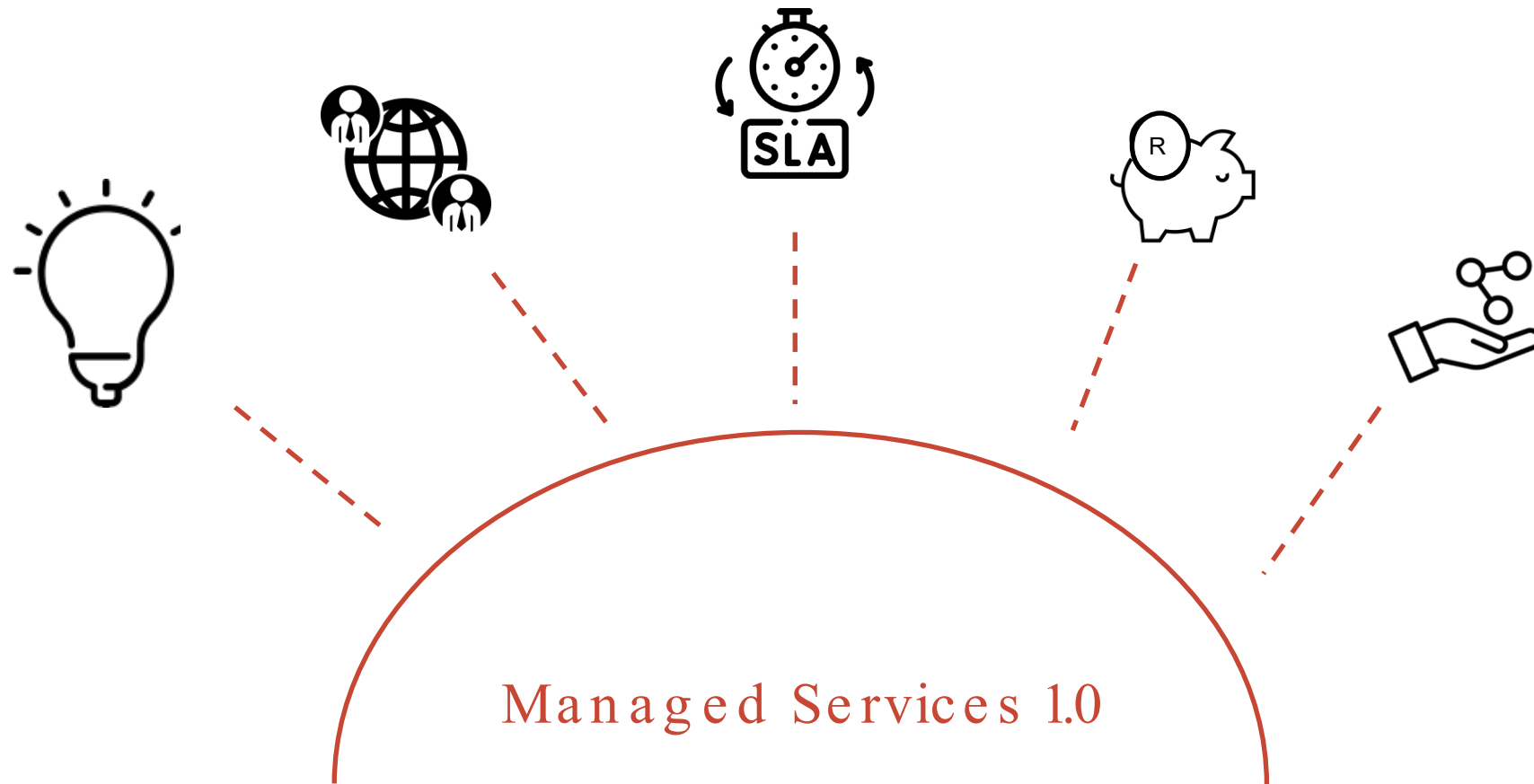
Managed Services... Is there a right way?

Darren Pieterse
Commercial Director



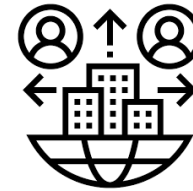
Overview

- | | | | |
|---|-----------------------------------|---|----------------------------|
| 1 | Early Days of Managed Services | 4 | Hybrid Defined |
| 2 | Shift to Business-Critical Models | 6 | The Five Boxes Framework |
| 3 | In-house vs Outsource | 7 | Conclusion – The Right Way |



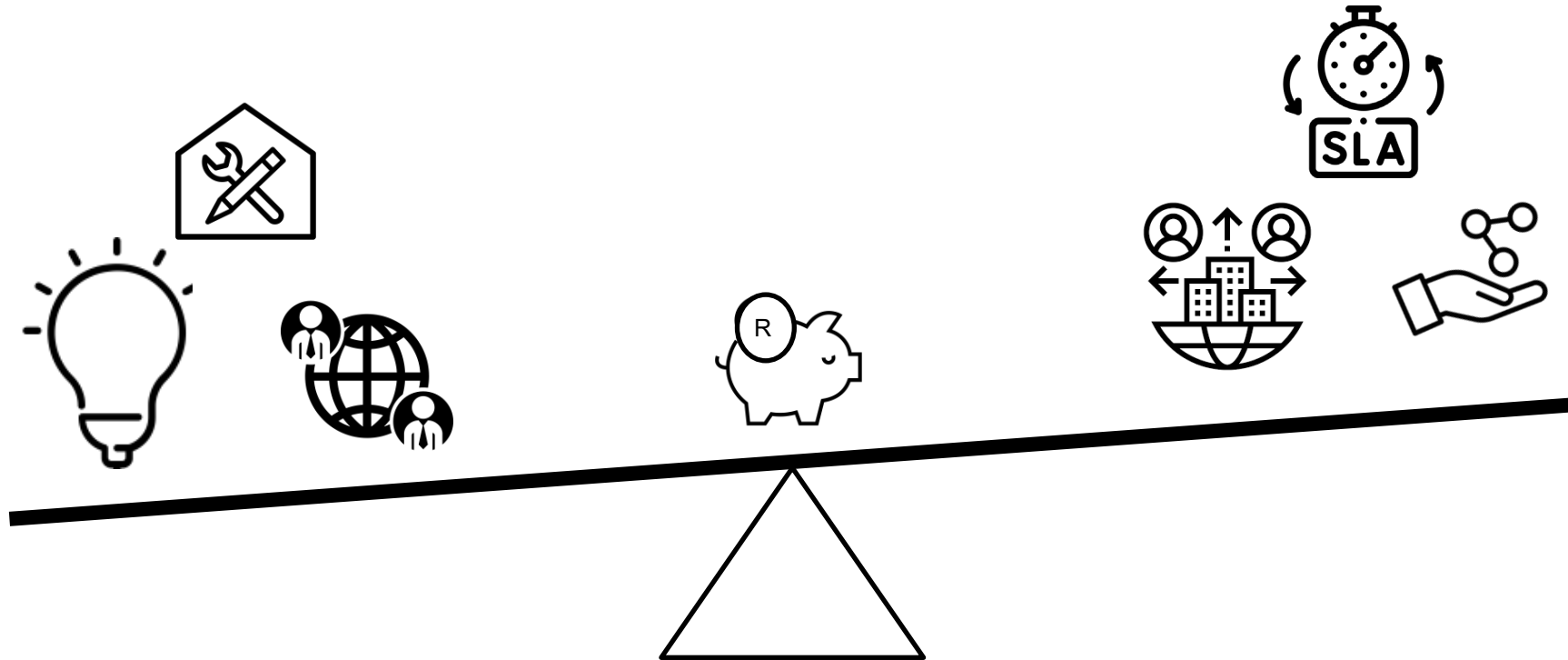


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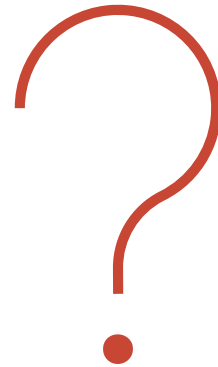


Managed Services 2.0

The Hybrid Model



The Big Question....Is there a right way





Once you have ticketed these 5 boxes, you are ready to select the right AMS model for your business



Conclusion