BYTES | Smarter together
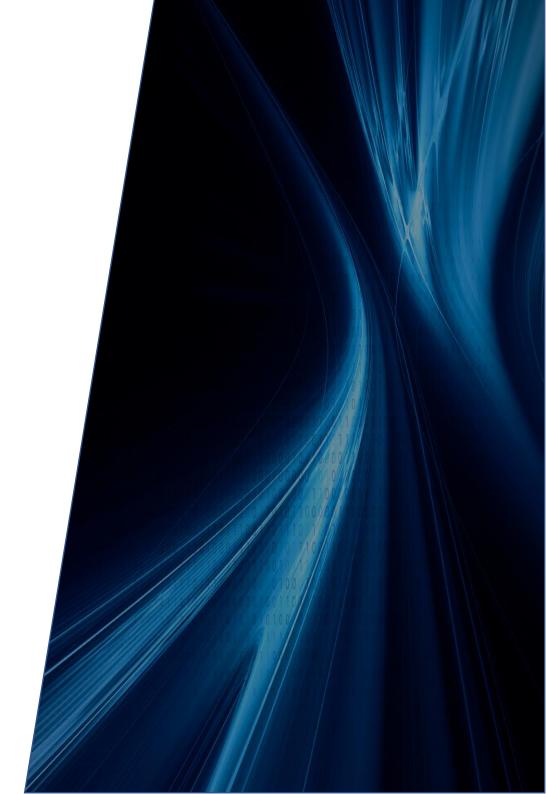
We empower
people &
organisations
to succeed.

FLEXible Consulting Services

FLEXible Consulting Services

Bytes' Services are founded on a three-tier model that incorporates the tools, proactive and reactive services, as well as optional professional services (FLEX) to meet our customer needs.
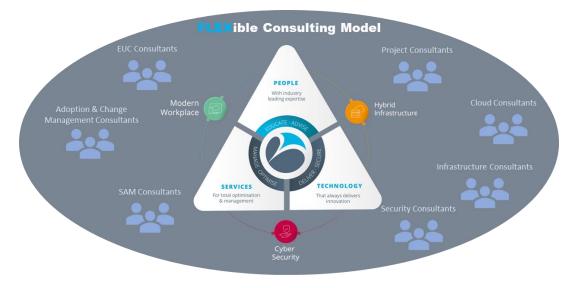
The tiers are:

- **PLATFORM**. Provision of monitoring, analytics, management, orchestration, security, and reporting tools to provide commercial and technical governance, control and optimisation of IT estates and assets.

- **CORE**. Service elements that will define standard activities that form the key elements of the service that will deliver against a customer's requirements, such reactive technical support.

- **FLEX**. Ad hoc consulting services, such as cloud and security architects to provide advice and guidance or to deliver discrete items of work. This **FLEX**ible consulting model is supported by **Service Tokens** that would be procured in advance to be used as and when required.

Support for the variability in resource demands both from a capacity and skill set perspective

Bytes can support you across a wide range of technical, commercial, and business process resources on a ad hoc flexible basis. Our people have a breath of experience across:

- **Modern Workplace** to support you in the adoption of new technologies to enable modern hybrid working, securely working from anywhere, utilising new endpoints and management tools, and delivering effective collaboration with tools such as Microsoft 365.

- **Hybrid Infrastructure** to support your on-premises datacentre as well as public cloud modernisation and management requirements, covering anything from virtualisation, storage, backup and recovery, networking, data analytics, and automation.

- **Cyber Security** to advise and guide you, as well as implement, configure, manage, and support, security policies and technologies across your entire estate.

A FLEX agreement with Bytes enables you to access specialists quickly and easily when you need them at pre agreed rates. The service is based on **Service Tokens** with the various consultants rated at a set number of Service Tokens per day based on their skill level and experience.

FLEXible Consulting Model

Customers will have access to a service desk and service manager through which resource requests can be made. Our engagement team will support you identify the right profile and level of resource you require, and they'll ensure they are booked in when and where you need them. We will also work proactively with you to forecast and plan future resource requirements