

"BELHARD" holding works on IT market more than 20 years (founded in 1994).

Systems Integration Department specializing in following areas:

- [Systems Integration](#)
- [Telecommunications](#)
- [IT-infrastructure](#)
- [IT-outsourcing of informational systems \(day-to-day operations\).](#)

Business processes of our company and interaction with customers are based on ITIL methodology.

Their high quality is proved by ISO 9001 Quality Management System certificate.

Successful projects in the IT area allowed us to create the team of highly-skilled professionals. Our specialists are improving qualification and knowledge base every day, successfully passed certification exams of many vendors proves this. This allows us to match with the highest worldwide standards and requirements of the IT market.

While implementing projects we developed strong partnerships with following vendors:



Strong partnership allows us to offer best-of-the-breed conditions of cooperation for customers. We can become trusted advisor for you.

Using rich experience on IT market, we developed profiled approach for full cycle IT systems maintenance based on IT-outsourcing model with financial guarantees.

IT-outsourcing is one of the most fast-growing areas in IT industry, chosen by companies looking for optimization of the IT infrastructure maintenance costs. This is especially true for the companies where IT is not main business focus.

So, what is IT-outsourcing and what advantages you can get?

From our point of view, IT-outsourcing is partial or full handover of IT systems support, maintenance and upgrade processes to other company Managed Services Provider (MSP). This company is focused on providing such services and has processes, experts with strong qualifications in different areas. IT-outsourcing is core business of this company. This is a key point for qualitative service provisioning.

IT-outsourcing assumes delegation of all topics related to development, integration and maintenance of IT systems to external specialized company. This can whole company infrastructure (hardware support, OS, consulting, maintenance, software development and/or implementation) or partial (but complete) IT system.

IT infrastructure handover to specialized company allows you to reduce the costs associated with IT staff allowance (salary, workplace, training, certification, vacations, social and etc.). Also you can be sure that appropriate specialist will be always available.

MSP specialists are more skilled than usual staff members thanks to their focused specialization and possibility to use vendor's tech. support and knowledge databases.

Due to optimized business processes and focused specialization, MSP is simply cheaper than having your own IT staff, especially for the non-IT companies.



Why "BELHARD"?

We guarantee uptime of your Informational System with our own funds.

Relationships with customer are regulated by SLA (Service Level Agreement) which covers various metrics like system uptime, response time, resolution time and etc. We will pay penalties in case of SLA violation.

Prerequisite is IT audit of all IT systems and processes, covered by SLA, meaning evaluation and analysis of current infrastructure and informational services (servers and telecommunication hardware, storage systems, engineering infrastructure, operating systems and databases, software, security systems and etc.), as well as audit of IT processes of your company. Set of metrics for SLA is based on audit results.

SLA fulfillment is monitored 24/7 by own live monitoring team and tracked by incident management system using customer's or our own (HP Service Manager) software.

Would you like to know how SLA works?

Would you like to know how this approach can optimize your budget and improve your company's performance?

We will provide comprehensive presentation and prepare pilot project for you!



"BELHARD"

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