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Ardent Solutions Launch Hosted Managed Services

As the economic downturn continues, an increasing number of organisations are dramatically cutting back on their IT spending budgets. However, one area which looks set to thrive throughout the coming year is the managed services market. As Jonathan Dawkins, Managed Services Consultant of Ardent Solutions predicts, hosting a managed service is likely to be one of the areas which survives the budget slashing and will really come of age throughout 2009.

“As organisations around the world begin to feel the pressure of the economic downturn, many are turning to their budget and forecasting sheets in a bid to cut their business costs wherever possible. As is often the case, the IT department is one of the first areas of a business to experience financial cut backs when times get tough. However, hosting a managed service is likely to be one area in which companies continue to spend money, experiencing a true return on their investment by fixing business costs and delivering an SLA for IT.

One of the major benefits of investing in a hosted or managed IT service, is the fixed cost contract, which enables companies to know exactly what their IT spend is month on month – a huge benefit considering the amount of varying costs that are involved with running an in-house IT system. Ensuring that the business is using the latest technology is one area in particular that involves huge on-going costs. Using a hosted service, the technology is included as part of the agreement, meaning that the organisation is provided with the latest products at no extra cost to the business.

But hosted IT is not just about cost savings. Organisations that run their IT system internally must also have the necessary measures in place to deal with shortages that occur when key members of staff take time off for holidays and sickness. This is particularly important within small organisations where the loss of just one IT person for any length of time can have a dramatic impact on the business. By investing in a hosted facility, business can feel confident that a high level of service will always be delivered regardless of staff absences. With this in mind businesses also need to consider the calibre of staff within the IT department. Generally, IT staff will be very highly skilled in general IT processes or particular bespoke software. However, they often lack the intricate technical knowledge of those that deliver the product. For example, a company that runs Microsoft will not have the same high level of skill and knowledge of those at Microsoft.

The market is certainly shifting towards a managed services arena, with more and more companies investing in high quality hosted IT. Particularly within the CRM and ERP markets there has been a significant transition away from implementing hardware and running systems in house, with a notable shift towards employing the services of a hosted solution provider. With the economic outlook very bleak indeed, businesses must now look to invest in a hosted service if they want to cut their IT costs without experiencing a dramatic loss in productivity.”

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About Ardent Solutions Limited

Based in the West Midlands, Ardent Solutions is a privately owned business software specialist that provides ERP and CRM consultancy, implementation and integration services to companies in a wide range of industries, including manufacturing, distribution, service, FMCG and IEM (Industrial Equipment Manufacturing).

Ardent Solutions was awarded the Microsoft Dynamics EMEA Partner of the Year in July 2008 and is the No 1 partner in the UK for Microsoft Dynamics AX 'New Named Sites' and works with third party resellers in order to deliver a 'whole solution'. A Microsoft Gold Partner, the company is one of the largest-based resellers of Microsoft Dynamics AX software in the UK with full Microsoft certification and accreditation for all its consultants.

Ardent Solutions also has strategic partnerships with third party products and organisations including IBM enabling it to deliver its customers a 'total business solution'.

For further information, please contact:

Katie Jones
Ardent Solutions Limited
0844 880 6146
katie.jones@ardentsolutions.co.uk
www.ardentsolutions.co.uk

Krista Cundy
The itpr Group
01932 578800
kristac@itpr.co.uk
www.itpr.co.uk