

Demand for managed services thrives in tough economic times

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By Ben Lobel

Managed services solutions – ranging from basic connectivity systems to complex application and data centre services – are being used by companies dealing with the current unpredictable business volumes, tight credit conditions and rapid technological change.

Ravi Shankar Pandey, Senior Vice President and UK head at **NIIT Technologies**, a global IT services specialist, said: “Businesses operating across a variety of sectors are reporting a myriad of benefits delivered across a wide cross section of their operations. Managed services have created vital efficiencies and savings for these companies which are often operating in difficult market conditions, enabling them to invest and grow and become more competitive.”

Increasing numbers of corporations are choosing to have their technology managed by third parties such as NIIT Technologies, which has become a leading supplier of **managed services solutions** in a variety of industrial sectors, including financial services, travel, transportation and logistics, insurance, retail and technology media and telecoms.

“Businesses want to work with a single reliable, capable vendor,” says Pandey. “We have entered an age where the provision of network connectivity, applications configuration and management, and data centre services in flexible bundles by a third party that augment a customer’s capabilities is fast becoming the norm.”

NIIT’s managed services offering include: infrastructure management, such as service desk remote support for systems databases, network and desktop management, application production support, covering servers and networks, managed security services, including information security management, compliance monitoring, incident and event management and IT risk assessment.

A recent survey published by **Forrester Research** which sampled the views of 2,300 IT executives and technology decision-makers in North America and Europe found that almost 20 percent of IT professionals are purchasing more managed services as a result of the current economic conditions. The latest **Enterprise And SMB Networks And Telecommunications Survey** found that forty-seven percent of **enterprise respondents** and 37 percent of **SMB respondents** had already purchased managed or outsourced telecommunication services. Respondents said the primary reason for purchasing managed services solutions was to focus on their core business competencies and not just to keep their networks running.

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