MAINROAD LAUNCHES A NEW SERVICE DESK SOLUTION IN THE CLOUD

- *SOLUTION ALSO AVAILABLE AS HOSTED AND ON-PREMISE MODELS*

Lisbon, 05 December 2013 – **Mainroad, a leading player in the Iberian market for Outsourcing Information Technologies (IT), has just launched a new solution; MAIN IT SERVICE DESK, strengthening its cloud offering with a service dedicated to the continuing support of information and communication technology systems.**

According to Pedro Leite, BU Director of Mainroad, "with MAIN IT SERVICE DESK we want to help businesses of all sizes to have greater management control over the incidents and alteration requests of their IT infra-structure, ensuring the improved quality of their services through a simple, flexible and scaleable solution, and offering a financing model that is attractive and adaptable to their needs".

The MAIN IT SERVICE DESK is a service created to be a "SPOC" (Single Point of Contact) where all incidents and alteration requests made by users are registered. The adoption of this solution allows greater interactivity between final users and the ICT teams. This new solution from Mainroad will enable companies to reduce their support costs, accelerate the delivery of services to all those involved and automate tasks, thus freeing up teams to concentrate on strategic initiatives.

MAIN IT SERVICE DESK is available in the SaaS model (supported in the Mainroad Trusted Cloud). Companies that choose the SaaS model are aiming to reduce their infrastructure costs and have less complex configuration/ parameterization requirements. Thus, Mainroad enables the IT team to deliver optimized services, and at the same time, eliminate the complex configuration and costs associated with traditional Service Desk platforms. It offers ease of configuration, speedy implementation and simplicity of adaptation to the evolving needs of the company. The MAIN IT SERVICE DESK package can also be leveraged by the information gathered by the MAIN IT MONITORING service, also available from Mainroad in a SaaS model, improving the detection and scaling of problems and ensuring better quality service. In this model, Mainroad provides a service that includes Hosting, Hardware, Operating System, Service Desk Software and Implementation and Support of the Service Desk Software.

Mainroad also includes in its portfolio of services, other models for Service Desk solutions, in particular, the Hosted and On-Premise models. These models respond to

the needs of companies, whatever their budget, implementation time, costing model, or the fact that they may be subject to specific regulatory conditions. With these models, clients can have a dedicated and customized Service Desk solution that may be hosted by Mainroad or in their own facilities. The main ITIL processes are contained in these solutions, guaranteeing that good practice is used in the evaluation and management of incidents, problems and alterations.

With MAIN IT SERVICE DESK, Mainroad's cloud portfolio now offers a range of services composed of IaaS, DaaS, Managed Mobile Solutions, MAIN IT MONITORING (control and monitoring of IT systems integrated with the MAIN IT SERVICE DESK), Main Drive (Storage in the Cloud) and Main DocaaS (Document Management).

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About Mainroad

Mainroad, a leader in Outsourcing of Information Technology, supports its clients and makes more efficient use of their technological infra-structure. Offering a complete range of services of IT Managed Services, IT Security and Business Continuity, supported by its own redundant Data Centres, Mainroad ensures the maximum availability of systems and networks that support the critical business processes of its clients, and has an end-to-end offer supported by the most recent models, including a complete and robust offer of Cloud Computing arising from a partnership with some of the main players in the market (Fujitsu and SAP, amongst others).

As a result of this specialization, Mainroad is also the right partner for the tailoring of systems, networks and technological processes to the dynamic needs of its clients' businesses, through consultancy services and IT Service Management and IT Performance tools, always in line with the objectives of efficiency and ITIL best practice.

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