

*...expert advice,  
guidance and  
assistance from  
IT and business  
specialists.*

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## Services for SMEs

As Ameritas is classed as an SME (Small and Medium Sized Enterprise) itself, we understand the difficulties that some SMEs may face. As an SME, your organisation may be large enough to require a corporate IT infrastructure, but still not warrant the expense of a large IT department. Additionally, you may require high levels of technology, but do not have the presence to be able to negotiate deals enjoyed by larger organisations.

At Ameritas, we have a proven track record of working with large blue chip organisations as well as SMEs. Our experience of the IT industry means that we can provide services to assist you in overcoming many of these hurdles, leaving you free to focus on your core business.

The services offered by Ameritas cover three aspects of the IT function.

- Consultancy
- Training
- Resourcing

The package of services delivered to your organisation may be a combination of some or all of these aspects, tailored to meet your requirements.

## The Ameritas Approach

The Ameritas approach is not to replace your existing IT function, but to complement it. Whether your organisation has a formal IT department or not, Ameritas will liaise with both your business users and your IT specialists to establish your requirements. Ameritas will then tailor a service to fill any gaps in your IT service provision. Some examples are:

- IT strategy and planning
- Investment in new systems
- One off projects, such as relocations or application developments
- Training and mentoring programs

Whatever your requirement, our aim is not to take over or outsource your IT function, but to help you to maximise your company's potential. This approach allows your IT function to retain control of its own destiny, whilst receiving expert advice, guidance and assistance from IT and business specialists. This in turn enables your organisation to concentrate in its core business, knowing that your IT function is working effectively to help your business rather than hinder it.

*...ensuring that you have a single point of accountability.*

*... a 'one stop shop' for advice and guidance on all of your IT requirements.*

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## Supporting a corporate IT infrastructure

As technology advances, it is becoming a necessity for all organisations to follow the lead of the large corporations. It was not so long ago that using email and having a website were reserved for the large organisations. Nowadays, email is the preferred means of communication over fax and post, and even the corner shop has a website.

Procuring and maintaining these systems requires some level of technical knowledge. The last thing that you want to do is, make a significant investment in a system that does not meet your requirements, or tie yourself into a contract that proves unsuitable in 12 months time.

Unfortunately, once you have made some level of investment in a system, you will have to consider what happens when it fails and what level of support you will need. It may be business critical that your billing system is available 24 hours a day, for example. Who is going to ensure that this is the case?

Ameritas can work with you in a number of ways to ensure that your business requirements are met. Once your requirements have been established, we will not only find the solution, but if the solution is to source a supplier or service provider, we will engage the supplier on your behalf, specify the service levels, and ensure that these levels are consistently met. This approach allows you to concentrate on your business knowing that your IT infrastructure is stable and that you have a single point of accountability.

## Expanding your IT function

As your business grows and technology advances, it is usually necessary to invest in your IT function in order to ensure that your new business requirements are met. Ameritas can help you to invest wisely by assisting you in a number of ways.

- Providing you with a flexible, scalable IT strategy;
- Providing additional resources to fill skills gaps or temporary requirements;
- Transferring knowledge to your business, enabling long-term self-sufficiency;
- Acting as a 'one stop shop' for advice and guidance on all of your IT requirements;
- Advising on purchase of new systems, or in house development.

Once you have decided how you will invest, Ameritas will be on hand to help you plan and implement the new technology. We will manage the transition to the new systems, as well as support the live environment. As always, Ameritas places high importance on ensuring that your IT function is in control throughout the entire process. This leaves you with a new system, which your users know how to use fully, and can be supported by your own IT function, with the assistance of a third party, if required.

If you require any further information on Ameritas and its range of services please contact us.