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## Aquila Managed Service



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Aquila Managed Service provides an enhanced user experience, reduced maintenance overheads and proactive support to maintain a customers' dedicated environment.

The management of the Azure infrastructure that Aquila uses will:



**Reduce the banks' dependency and workload on its own I.T. resources**



**Provide proactive support to fix any issues**



**Optimise Aquila specifically for your bank**



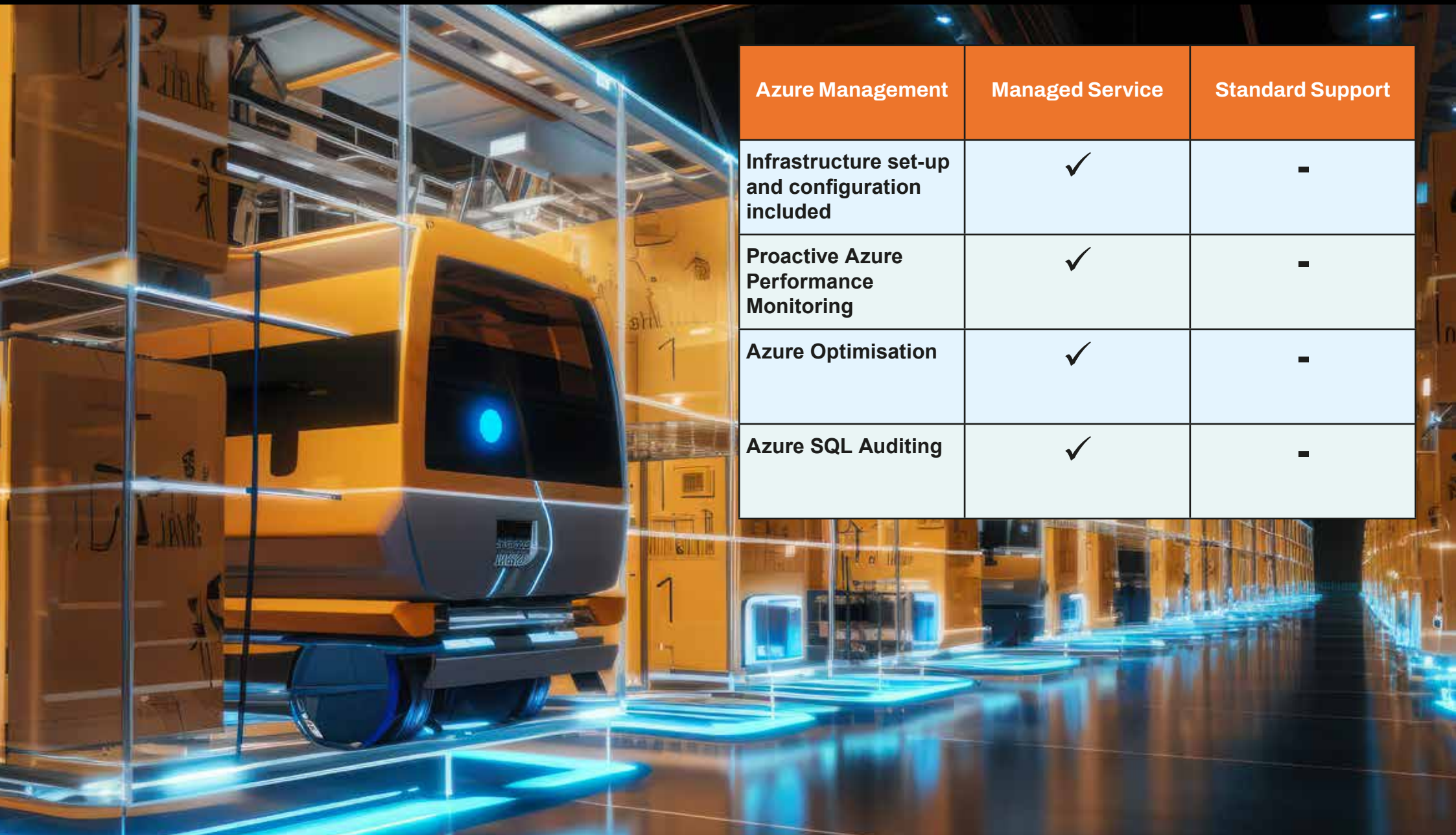
**Provide additional support and consultancy to empower business users and ensure the solution is being used effectively by your institution**



Features	Managed Service	Standard Support
Infrastructure set-up and configuration inclusive	✓	-
Functional or Technical Training Inclusive	✓	-
Assigned Account Manager	✓	✓
Annual Service Review Meeting	✓	✓
Regular Update Reports Includes updates on new solution features	✓	✓
Aquila User Guides available anytime via Aqua's Online Portal	✓	✓
New features access	✓	-



Application Management	Managed Service	Standard Support
Proactive monitored support (Aquila EOD Processing and Monitoring)	✓	▪
Pre and Post Go Live System checks	✓	✓
Regular updates applied with all the latest features and fixes	✓	✓
Aquila Annual Health Check Report and Optimisation Proposal	✓	▪
Apply and install SWIFT Standards	✓	✓
Installation UAT	✓	✓
Installation onto Production	✓	✓



Azure Management	Managed Service	Standard Support
Infrastructure set-up and configuration included	✓	-
Proactive Azure Performance Monitoring	✓	-
Azure Optimisation	✓	-
Azure SQL Auditing	✓	-

The Aqua Global Managed Service offer many advantages to organizations by offloading specific IT tasks allowing the client to focus on their core operations.

Here are some key advantages of our managed services:



**Cost Savings:**

Our Managed service follows a subscription-based or pay-as-you-go model, reducing the upfront costs associated with purchasing and maintaining hardware and software. Managed services often provide a cost-effective solution compared to hiring and training in-house staff for specialized tasks. With managed services, you can access high-level expertise without the expense of maintaining a full-time team. This can lead to significant cost savings over time

**Expertise:**

We have specialized knowledge and experience in managing Aquila in the cloud which can be challenging and costly for organizations to develop in-house.

**Focus on Core Competencies:**

By outsourcing non-core functions to managed service providers, organizations can focus on their core competencies and strategic initiatives, rather than getting bogged down in routine IT tasks or operational activities.

**Scalability:**

Managed services can easily scale up or down to accommodate an organization's changing needs. This flexibility is particularly valuable for businesses with fluctuating workloads or growth ambitions.

**Reliability and Availability:**

Aqua Global provides a high level of service availability and reliability through Service Level Agreements (SLAs). This can help businesses ensure that critical systems and services are always operational.

**Security:**

We prioritize security and compliance and invest in advanced security measures, monitoring, and updates to protect their clients' data and systems from threats.

**Proactive Monitoring and Maintenance:**

We use proactive monitoring tools to detect and resolve issues before they impact the business. This can help prevent downtime and reduce disruptions.

**Access to Latest Technology:**

We keep up with the latest technological advancements and trends, ensuring that clients have access to cutting-edge solutions without the burden of continuous research and investment.

**Compliance and Regulatory Support:**

We can help businesses navigate and comply with these regulations.

**Disaster Recovery and Backup:**

We can tailor disaster recovery and backup solutions, helping organizations safeguard their data and recover quickly in the event of data loss or disasters.

**Efficiency and Productivity:**

We can optimize your IT infrastructure and operations, improving efficiency, performance, and reliability. This can lead to better overall business performance.

**Predictable Costs:**

With predictable subscription-based pricing, organizations can more accurately budget for IT expenses, eliminating unexpected costs associated with hardware failures or software licensing.

**Global Reach:**

We make it easier for businesses to expand their operations internationally and receive consistent IT support across different regions.

Overall, Aqua Global's services can provide businesses with a strategic advantage by allowing them to leverage external expertise, reduce costs, and focus on what they do best while leaving specialized tasks to experienced professionals.

# REDUCE YOUR I.T. OVERHEAD

Find peace of mind,  
save time and unlock  
the value of the Aquila  
Managed Service



#### About AquaGlobal

Aqua Global is a leading provider of financial message management solutions and has been for over 40 years. We provides solutions to the world's top financial institutions producing high levels of Straight Through Processing (STP) and operational efficiency, whilst minimising risks and costs. Headquartered in London, Aqua Global also has a support and development hub in Poland, as well as several global business partners.

For more information, visit  
Web: [www.aquaglobal.co.uk](http://www.aquaglobal.co.uk)  
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