

MANAGED SERVICES

How to increase efficiency and assure technological innovation?

November 11th 2010
CCB, Lisbon

OUTLINE OF THE EVENT

This event is meant to elucidate corporate decision makers and ICT specialists on recent developments on Managed Services solutions, focusing on converging communications, network and applications outsourcing.

KEY TOPICS COVERED

- Network Convergence (voice, data and video)
- Desktop Management
- Data Centers Management
- IT Security Management
- Infrastructure software support
- Service Level Agreements (SLA)
- Quality of Service (QoS)
- Class of Service (CoS)
- Legacy Network Management

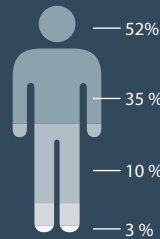
WHO SHOULD ATTEND?

- CIO and IS/IT Directors
- ICT Managers
- System Managers
- System Architects
- Project Managers

STATS FOR THE 2009 EDITION

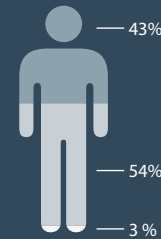
Number of registrations - 141
Number of delegates - 92

ORGANIZATION TYPE



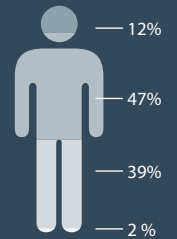
- Users
- Sponsors
- Suppliers
- Others

HIERARCHICAL LEVEL



- Top Management
- Middle Management
- Operational

DEPARTMENT



- Administration
- ITC
- Sales & Marketing
- Others

TESTEMONIALS FROM THE 2009 EDITION:

"Interesting contents and good organization."

Carlos Pereira, IT Production Manager, Radiomóvel

"Well structured and interesting event."

Vasco Rodrigues, Service Management, eChiron

"IDC events are always very interesting and relevant."

Fabulous intervention by Fernanda Nery from ARH Tejo, Congratulation."

Anabela Paquim, Senior Consultant, INA

IDC GUARANTEE

A IDC guarantees a minimum number of registrations, excluding registrations of sponsor's employees. If the number of registrations is lower than the minimum guaranteed by IDC, the sponsor will benefit of a proportional credit. For example, if an event has 10% less registrations than expected, the sponsor will be entitled to a credit of 10% the sponsorship value for the next event. IDC guarantees a minimum of 150 registrations for this Briefing Session.

IDC is always open to discuss with sponsors ways of making the most of our events.