

Flexible Cloud Support

There are times when an organisation's in-house IT department might be stretched or depleted, whether expected or otherwise. Despite this, there is still a requirement to safeguard the IT systems and keep them working normally to enable the business to continue to operate effectively, especially as many technologies are transitioning from a physical device to residing within the software layer. To help alleviate such circumstances, Systems Assurance is delighted to offer our Flexible Support Service.

Flexible Support is a scalable, responsive extension to an organisation's own IT function that seamlessly augments in-house technical support services for organisations of all sizes. It is often used to provide reactive technical assistance and expertise for specialist products or on an ad hoc basis to cover staff holidays, maternity/paternity leave, illness or when staff are busy with internal projects.

For more information call 0114 292 2911 or email consult@systemsassurance.com

Flexible Support provides the following:

- Centralised call logging and management
- Level 2 & 3 technical support via phone, email and remote access
- Escalation and management of issues to vendors¹
- Management and incident reporting



¹ For resolutions requiring bug fixes, firmware upgrades and/or manufacturer escalation, the customer must have appropriate licensing or support in place.

FLEXIBLE SUPPORT - STANDARD

- ✓ Multi-vendor
- ✓ Pre-purchase model²
- ✓ Core & advanced products covered³
- ✓ 3 options of availability – 9am to 5pm (Mon to Fri);
- ✓ 8am to 6pm (Mon to Fri);
- ✓ 24x7 incl. UK Bank Holidays

FLEXIBLE SUPPORT - HYBRID

- ✓ Multi-vendor
- ✓ Remote support (telephone, email, remote access)
- ✓ Pre-purchase model²
- ✓ Core & advanced products covered³
- ✓ Availability – 24x7 incl. UK Bank Holidays
- ✓ Escalation to Microsoft Premier Support where Systems Assurance is unable to resolve internally

FLEXIBLE SUPPORT - PREMIER

- ✓ Microsoft products ONLY
- ✓ Incident logged by Systems Assurance support desk
- ✓ Incident passed directly to Microsoft Premier - Systems Assurance does not attempt fault resolution
- ✓ Pre-purchase model²
- ✓ Availability – 24x7 incl. UK Bank Holidays
- ✓ Microsoft Pro-active Advisory services also available

Supported vendors - Standard & Hybrid

- | | | |
|-------------|----------|------------|
| • Microsoft | • Dell | • NetApp |
| • Cisco | • VMware | • Symantec |
| • HP | • Citrix | • Veeam |

² Support units based on 30-minute increments with a minimum investment of units depending upon which Flexible service is selected. Unused units expire 12 months after agreement start date.

³ See separate Supportability Matrix for full list of supported technologies from above vendors.

How does the service work?

Managed and delivered centrally from our dedicated support centre, Flexible Support addresses the need for reactive BAU (Business as Usual) fault resolution and incident management. Hardware maintenance is excluded.

The service is accessed via a dedicated telephone number and support email address provided to each customer.

- > A call is placed by the chosen contact to our dedicated Flexible support desk, who will:
 - > Determine whether the end user is entitled to support.
 - > Create a service case including your details and a technical synopsis.
 - > Triage and prioritise the incident.
- > Automatically escalate any incidents nearing agreed service level thresholds
- > On resolution, confirm closure details and number of units consumed

Service management

To ensure maximum return for customers' support investments we have developed a layer of Service Management, overseen by our dedicated Service Managers.

Your assigned service manager will work with you on:

- > Service delivery planning & business alignment
- > Service delivery management

The basic structure for how your assigned service manager will engage with your organisation is illustrated below:

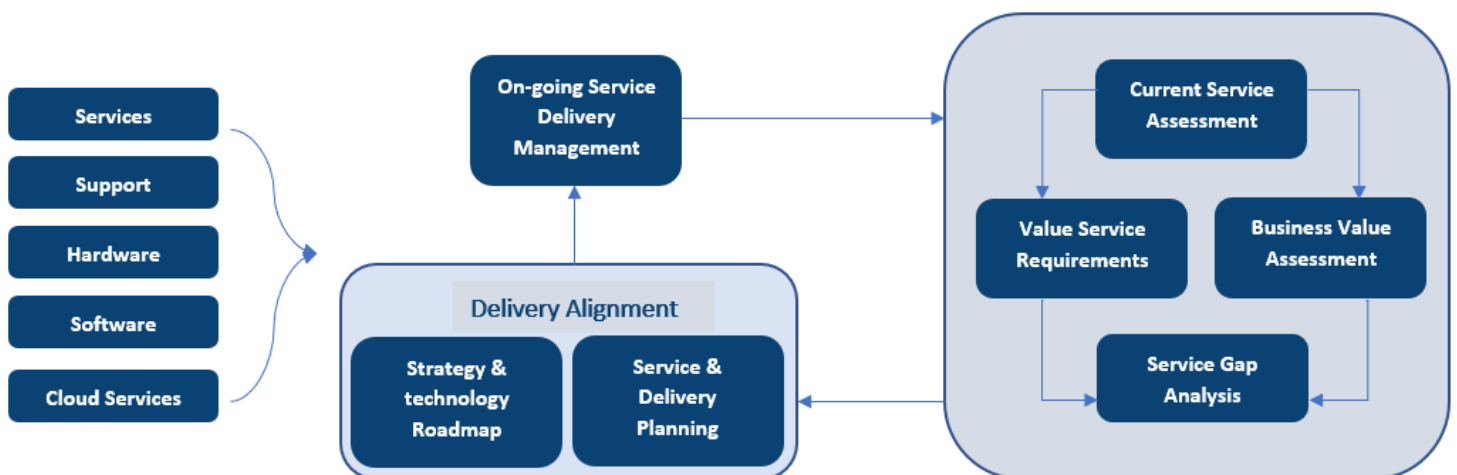
Service Improvement Reviews (SIRs) are a chargeable option undertaken on a quarterly basis if required. The purpose is to review the service desk activity utilised by you during the preceding quarter. The reviews are conducted remotely.

Reporting

Regular reporting will be provided on all support services under the Flexible Support agreement. The reports will include a summary of each incident logged and the support units spent on each.

Review Analysis

Ongoing reporting is key to the success of our support function. Systems Assurance closely monitor the success of our service provision and provide detailed analysis of its performance over the contracted support period. As well as SIRs, your account manager can access your success plan at any stage and deliver performance-based statistics when required.



For more information about our managed Service Desk and Support Option please contact your account manager or call 0114 292 2911.

Flexible Support Vendor Matrix

Core Coverage

Cisco

- > Cisco AnyConnect
- > Cisco ASA Appliances
- > Cisco SME Routers/Switches
- > Cisco Meraki MS Switches
- > Cisco Meraki MX Appliances
- > Cisco Meraki MR Appliances

Dell

- > Dell Equallogic
- > Dell PowerEdge Blade Servers
- > Dell PowerEdge Servers
- > Dell Power Connect Switches

HPE

- > HPE BL Servers and Cx000 Chassis
- > HPE ML and DL Servers
- > HPE P2000 Storage
- > HPE P4000 Storage

Netapp

- > NetApp FAS2x00 Storage

VMware

- > VMware vCentre/ ESXi
- > VMware vSphere (5.x/ 6.x)
- > VMware Horizon (6.x/ 7.x)

Microsoft

- > Ms Active Directory (All Versions)
- > Ms Azure IaaS Servers and Storage
- > Microsoft Direct Access (Appliance and server)
- > Microsoft Exchange (All versions)
- > Ms Hyper-V
- > Ms Office 365 Pro Plus (Office 365)
- > Ms Remote Desktop Services
- > Microsoft SharePoint
- > Ms SQL (Infrastructure)
- > Microsoft Windows (7, 8, 8.1, 10)
- > Microsoft Windows Server (2003+)
- > Microsoft Windows Server (Pre 2003)

Veeam

- > Veeam Backup and Replication
- > Veeam ONE

Advanced Coverage

Cisco

- > Cisco Aironet Access Points
- > Cisco Catalyst Switches (2k, 3k, 4k, 6k)
- > Cisco IPS, FirePOWER, Fire SIGHT and Fire AMP
- > Cisco ISR / ASR Routers
- > Cisco Smart Collector
- > Cisco Call Manager Express
- > Cisco Unified Communications Manager
- > Cisco Unified Contact Centre Express (UCCX)
- > Cisco Unity (Connections & Express)

Citrix

- > Citrix NetScaler
- > Citrix XenApp
- > Citrix XenDesktop

Microsoft

- > Microsoft Systems Centre Configuration Manager
- > Microsoft Systems Centre Operations Manager
- > Microsoft Systems Centre Virtual Machine Manager
- > Microsoft Skype for Business Enterprise Voice

Flexible Support excludes hardware break-fix maintenance services. Support on hardware appliances is reliant on the customer having either a vendor-backed or separate Systems Assurance hardware support contract in place.

NB: We can support older versions of some products but are confined by being unable to escalate certain calls to the manufacturer where products are classed as end of product support.

NB: For resolutions requiring bug fixes, firmware upgrades and/or manufacturer escalation, the customer must have appropriate licensing or support in place.

Support Pricing

Flexible Support - STANDARD

(in-house service)

Level	Business Hours	Extended Hours	24x7
Core	£53.00	£60.50	£80.50
Advanced	£59.85	£69.50	£92.50

NB: 30 mins per unit – min quantity 50 units – prices shown are per unit

Flexible Support - HYDRID

(Flex Core & Advanced Products including escalation to Microsoft Premier)

24x7

£165

NB: 30 mins per unit – min quantity 40 units – prices shown are per unit

Flexible Support – PREMIER

(Immediate escalation directly to Microsoft)

24x7

£193

NB: 30 mins per unit – min quantity 40 units – prices shown are per unit