



# **SUPPORT AND MAINTENANCE**

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**PUTTING THE FIX BEFORE THE BREAK**



# SUPPORT AND MAINTENANCE

## PROTECTING YOUR IT SYSTEMS

**IPI have invested heavily in our support functions over the last 18 years to provide our clients with the very best after-sales service levels.**

We owe this to our policy of continuous investment and development in our people and engineering teams providing a proactive and involved support offering, where we not only endeavour to resolve system faults as quickly as possible, but we aim to prevent them from occurring at all using our world class monitoring and alerting tools and proactive approach.

We understand what's important for your business. We know you need the most cost effective IT support service, with the highest performance and the ability to expand as your business grows.

We pride ourselves in being flexible and tailoring our solutions to your individual needs.



## MORE THAN JUST BREAK FIX SUPPORT

- ◆ Support desk 24x7x365 for incident management
- ◆ IPI support teams follow the ITIL framework of Problem Management
- ◆ Manufacturer tier 4 support access
- ◆ Hardware replacement services using forward stocking locations across the UK
- ◆ Manufacturer accredited field support engineers backed up by specialist engineers
- ◆ Proactive monitoring - We'll identify and fix the little problems before they become big ones – in many cases before you're even aware that there's an issue
- ◆ Network monitoring
- ◆ Scripting and Automation
- ◆ Security and patch management

# NETWORK OPERATING CENTRES

**IPI operates three Network Operation Centres within the UK. Our headquarters in Reading, and regional offices in both Manchester and London.**

Our service desk can be contacted using a variety of methods allowing incidents and requests to be reported quickly and dealt with efficiently.

## HEAD OFFICE

Integration House  
Turnhams Green Business Park  
Pincent's Lane  
Reading  
RG31 4UH

## MANCHESTER OFFICE

Holyoake House  
Hanover Street  
Manchester  
M60 0AS

## LONDON OFFICE

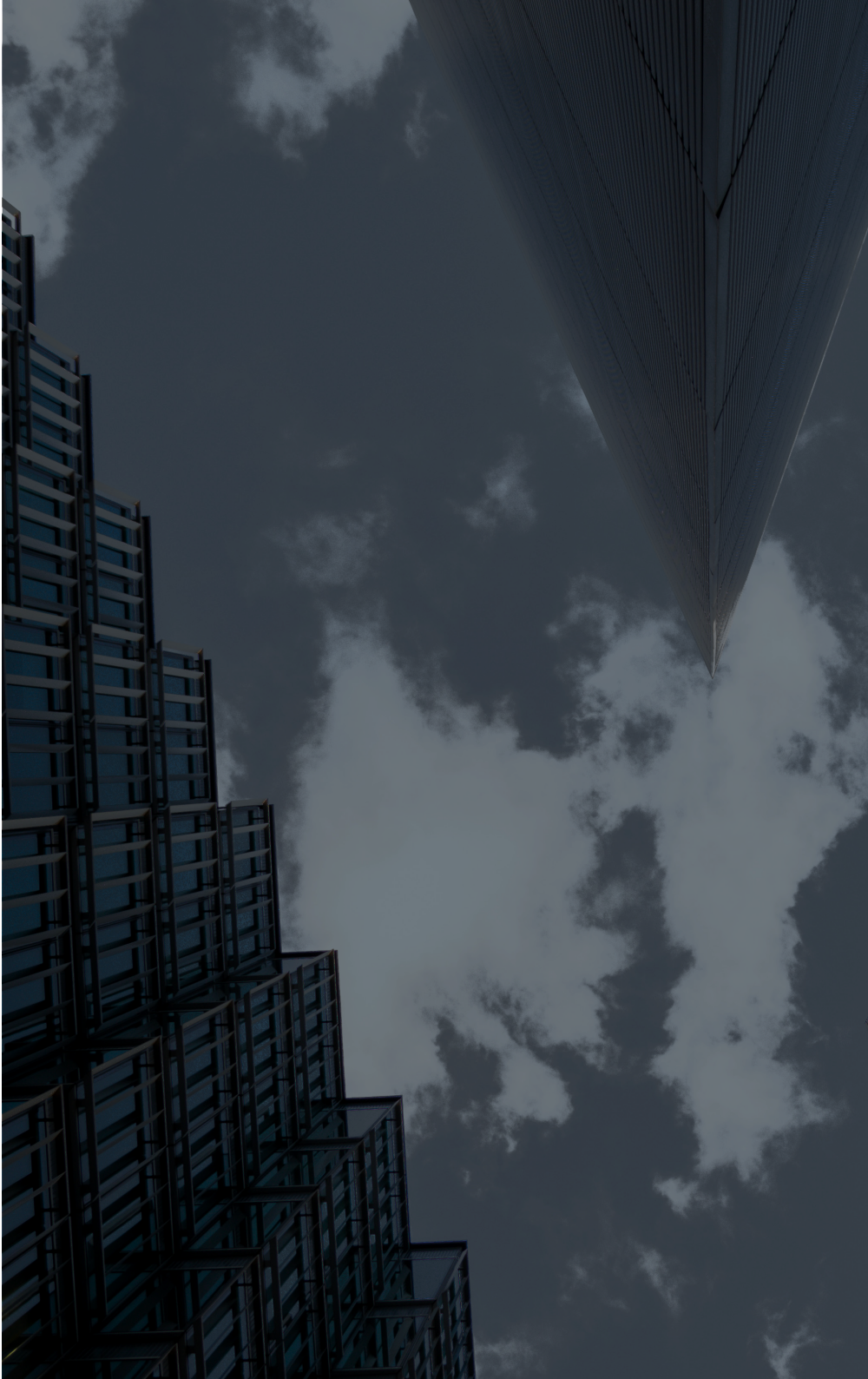
Level 3  
28 Commercial Street  
London  
E1 6LS



## SERVICE SUPPORT

IPI offer the following levels of support cover as detailed below. All IPI contracts come with Bronze maintenance which provides service desk tools and processes with the flexibility to customise with additional options. Bronze support does not include any of the enhanced managed service options.

Cover level	Definition
Bronze	<p>Break Fix level cover provides support for the client's solution during the following contracted hours:</p> <p><b>08:30 to 17:30 Monday - Friday Excluding Public Holidays</b></p>
Gold/Managed Service	<p>Gold / Managed Service cover provides support for the client's solution during the following contracted hours:</p> <p><b>24 x 7 for Priority 1-Critical and Priority 2-Major system faults</b></p>



## CONTRACT TYPES

Service	Bronze	Gold	Managed Service
Incident Management	✓	✓	✓
Request Management	✓	✓	✓
Problem Management	✓	✓	✓
Change Management	✓	✓	✓
Remote Engineering Support	✓	✓	✓
Hardware Replacement	✓	✓	✓
Release Management	* Report only	✓	✓
Monitoring and Alerting	* Additional charge	* Additional charge	✓
Patch Management	* Report only	* Packages available	✓
Moves, Adds, Changes	* Packages available	* Packages available	✓
Estate Management	* Report only	* Packages available	✓
Service Delivery	Bi-annual reviews	Quarterly reviews	Monthly reviews
Onsite Engineering Support	* Additional charge	* Additional charge	* Additional charge

\* Report only - Customers will receive a PDF/MS Excel formatted document which will be emailed

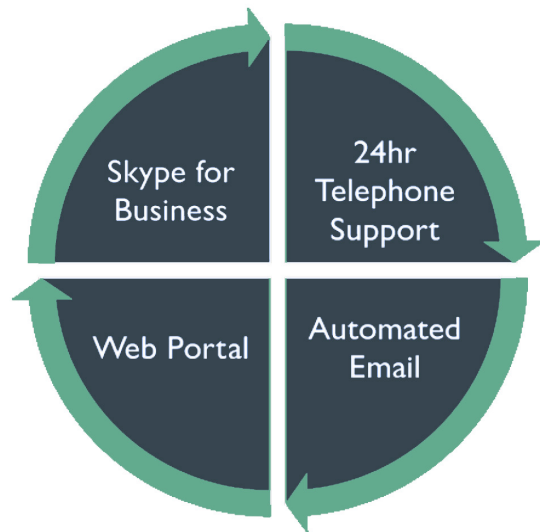
\* Additional charge – Feature will incur supplementary cost on top of standard offering

\* Packages available – Support bundles can be purchased as required



## SERVICE DESK

Our service desk can be contacted using a variety of methods allowing incidents and requests to be reported quickly and dealt with efficiently.



## INCIDENT AND PROBLEM MANAGEMENT

Our aims in utilising the practice of problem management is to reduce risks to service, eliminate reoccurring incidents, stabilise environments and identify the root cause of incidents.

There are two types of problem management; reactive and proactive.

Proactive problem management is focused on incident prevention; the identification and resolution of underlying causes before they should occur. Reactive problem management supports our incident management process by identifying a root cause and reviewing resolutions to incidents.

## PROACTIVE MANAGEMENT, MONITORING AND MAINTENANCE

Using our world class monitoring tools we have the capability for predictive analysis across services, software applications virtual platforms and hardware, so that potential issues are identified and eliminated before they become a serious problem.

Through a combination of automated monitoring and maintenance, supported by our expertise, we can significantly reduce the operational costs of managing your technology.

## SCRIPTING AND AUTOMATION

Automating routine maintenance and management is one of the most effective ways to maximize your team's productivity and efficiency. Through our scripting engine, we can monitor the health of your machines and automate certain tasks to help keep your machines and your employees working efficiently. For instance, monitoring user account lockouts allows us to see if anyone is having difficulties accessing their account.

We'll contact that user and walk through the necessary steps of resetting their password. We're also able to run a script and provide all, or some, users with access to specific web sites, folders, or files on your server.

## PATCH MANAGEMENT AND UPDATES

Keeping software up to date is critically important because it helps ensure the software is secure and running efficiently. This is done through patches, which are pieces of software that update the existing code of a program or application. The problem is, effective patch management takes a lot of time, and your employees probably delay the installation of patches for weeks or even months.

With our patching engine, we're able to remotely manage and automate patching updates so that the impact on your employees is minimised, but your software stays secure and up to date.

## ANTIVIRUS & ANTI-MALWARE

With the number of cyber threats increasing by the day, it's important to have a comprehensive security solution in place to maximize your protection against threats. For protection against viruses, our solution will detect and remediate threats in real-time without the need for client updating; A highly effective and lightweight solution, meaning your users are always protected, but never slowed down.

For additional threat protection, we also use a top anti- malware software, known for its unparalleled ability to detect and stop malware at its source. These two solutions work together to provide exceptional, multi-layered security for your machines.



# SUPPORT YOUR BUSINESS

## CONTACT OUR EXCEPTIONAL TEAM

Demanding the right support from your IT systems ensures both your contact centre and IT infrastructure run at peak efficiency, are seamlessly connected, completely reliable, and allow your customers to get in touch whenever they want, through any channel they choose. With an accredited IT Services team, we can help you achieve these things and more. All while improving your agent productivity, reducing costs and increasing revenue.



### Secure

Providing protection  
against threats



### Service Desk

Providing communication  
channels



### Automation

For routine maintenance  
and management



### Management

Of software updates  
and security

## GET IN TOUCH



IP Integration Ltd  
Integration House  
Turnhams Green  
Business Park  
Pincent's Lane  
Reading, Berkshire  
RG31 4UH



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