

Tekwurx G-Cloud 13 Service Definition:

Tekwurx Cloud BAU Support Service

Service Description

Thank you for your interest in our Cloud Support Services.

IT asset management is at the core of our business. We help our customers discover, manage, and secure their assets irrespective of whether they reside in the data centre or the cloud. Our customer base spans the public and private sectors, covering all industry sectors, including financial services, retail, distribution and local and central government agencies.

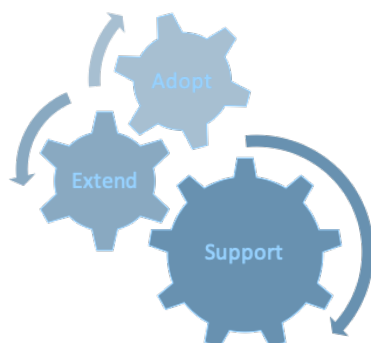
Service Overview

The Tekwurx Cloud BAU Support Service takes care of the day-to-day tasks that are required to manage Cloud applications, leaving the organisation's personnel free to concentrate on activities that add value.

In summary, the service delivers the following:

1. Provides administration and configuration support for BAU operation
2. Compliments the customer's existing skills
3. Enables skills transfer for customer's staff
4. Optimises the use of the Cloud products, enabling the maximum return on investment
5. Provides consultancy coverage for new projects to respond to customer demands.

In our experience, customers tend not to employ analysts with specialist skills but add the responsibility for managing and developing new tools to the existing personnel. Often, this approach means that the tools aren't managed effectively, aren't kept up to date and the overall value of the tools diminish over time.



Customers are increasingly turning to Tekwurx to augment internal staff. For these customers, we offer a BAU Support Service to administer (Support), further develop (Extend) and assist in the transition to the customer's staff (Adopt) once the delivery phase has been completed.

The service will comprise of a skilled consultant working remotely, for an agreed number of days a month during normal working hours, Monday to Friday, excluding Bank Holidays. Tekwurx will provide cover for planned vacation and sickness.

The management of the resource and the prioritising of activities is the responsibility of the customer. Tekwurx will work within the confines of the customer's change management process.

The Tekwurx BAU Support Service deliverables include the following main activities:

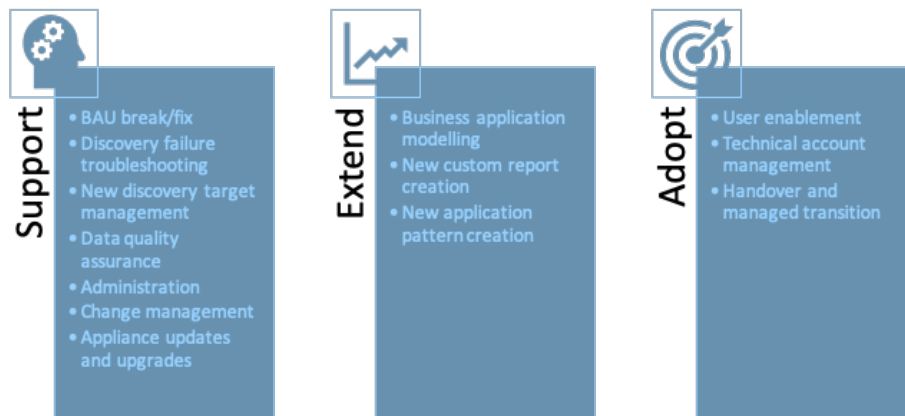


Figure 1 Example shown is for BMC Helix Discovery

Service Features

- Highly skilled resources to augment internal teams
- Security-cleared personnel
- Wide range of skills & experience
- Flexible — proactive BAU activities and pre-purchased project time
- Remote working

Service Benefits

- Faster project delivery
- Faster ROI from investment in software tools
- Improved flexibility
- Reduced recruitment costs
- Cost-effective solution to project/tool onboarding

Pricing

We will be delighted to work with you on a relevant project. Please contact us if you need further information about how we might support you and to discuss the potential budgetary costs.

Please see the SFIA Rate Card for service price details and the accompanying Terms and Conditions.

About Tekwurx

Tekwurx is an IT asset management specialist that uses our highly trained and experienced staff to help IT organisations to discover, manage and secure their IT assets. We have delivered over 500 successful projects across all industry sectors.

Tekwurx services include:

- Implementation, configuration & customisation of BMC Software tools
- Data quality & completeness projects
- Integration projects
- BAU support
- Project resource augmentation
- Project management and governance

Our flagship product, Tekwurx uControl, delivers additional benefits for BMC Helix Discovery users. It simplifies application modelling, provides change management, reduces the management overhead associated with large BMC Discovery deployments and identifies the gaps between discovered data and other sources. Tekwurx uControl also integrates BMC Helix Discovery with ServiceNow's CMDB and provides bi-directional synchronisation of CIs and application models. More information here:

<https://tekwurx.com/services/tekwurx-ucontrol/>

Our services team have SC clearance.

We are a partner of BMC Software (www.BMC.com) and use their tools to augment our services. As well as a reselling partner, we are a Services & Education Provider and Development Partner.

We are a ServiceNow Development partner and specialise in integrating ServiceNow with other products.

Our specialities include:

- BMC Helix Discovery
- BMC Helix Control-M
- BMC Server Automation (formerly BladeLogic)
- BMC Helix Remedyforce
- BMC Helix Operations Management

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