

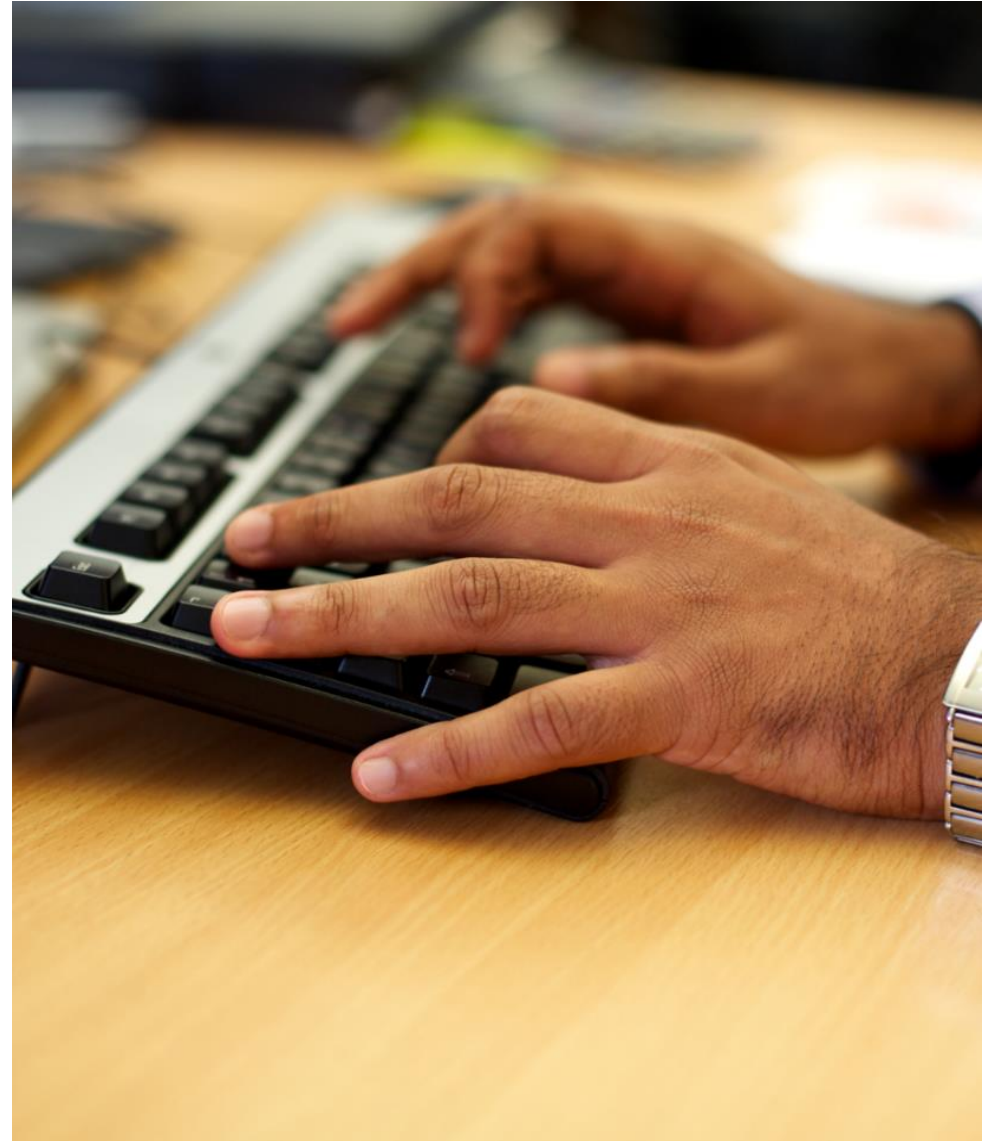


# Cloud Guide to Services

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## // Who Are Fifosys?



Fifosys bring enterprise level solutions to mid-market and growing businesses, providing a business-centric approach to IT, aligning the IT strategy to business goals.

- Established 2001
- Delivering cloud services since 2006 (when it was called private hosting)
- 100+ clients
- 10,000+ managed devices
- Supporting 9000+ end-user devices
- 70 staff
- 1 Petabyte of data under management

# // Why Businesses Choose Fifosys?



Our customers partner with Fifosys because they want to extend and enhance the services they offer their business whilst still controlling cost.

Companies engage with Fifosys for a variety of reasons including:

- They have found it difficult to creating an in-house IT team with the breadth of skills required
- Attempts to scale up the business are being held back by the current IT team
- A frequent concern is an inability to get the most out of highly skilled resources, who are often tied up with day-to-day maintenance and firefighting tasks.
- They need to offer true 24/7 or out-of-hours services to users & departments who increasingly demand extended support hours.
- The cost and complexity of running an internal IT department prevents management from focusing on its business goals

Fifosys services have been shown to help in each of these scenarios.

## Types of Services

This document sets out the scope of the services our customers can expect for Service Desk and Network Operations Centre (NOC) services. These are more generally referred to throughout this document as 'Services'.

## Our delivery tools

Our Services are delivered using best of class Remote Monitoring and Management (RMM) and Professional Services Automation (PSA) tools.

Our customers partner with Fifosys because they want to extend and enhance the services they offer their business whilst still controlling cost.

# // Why Become a Fifosys Customer?



## What can you expect of Fifosys?

You can expect a commitment to provide a high-quality, efficient and pro-active service, delivered by our specialists, who can work directly with your end-users or closely with your own technical team. We never forget that when our customers engage with us to deliver services, we become their representatives - particularly when delivering service desk support.

We therefore strive to ensure that all members of the Fifosys team – from initial point of contact through sales to technical delivery – operate to the highest standards of service, at all times.

In practice, this means ensuring that every interaction with you and your clients is carried out efficiently and in accordance with agreed procedure.

## Our pricing structure

Fifosys services are priced as follows:

- Per user per month for Service Desk support
- Per device per month for NOC services

Up-to-date pricing can be provided on request.





## Fifosys services include:

- Service Desk
- Network Operations Centre (NOC)
- Project Services

### Service Desk & Network Operations Centre (NOC)

Services are offered across any time zone, on the following basis:

- 24/7: Services operate 24 hours a day, 365 days a year
- In-hours: Services operate during your normal working hours
- Out-of-hours: Services operate outside your normal working hours

We provide services using the following engineer categorisation:

- **Level 1:** providing desktop support for Windows and Mac workstations (Desktop Support)
- **Level 2:** providing support for Windows, Mac and Linux server environments (Server Support)
- **Level 3:** providing advanced support and root cause analysis (RCA) for Windows, Mac and Linux server and network environments (Infrastructure support)

These services are explained in more detail throughout this guide and our sales team can discuss any aspect in more detail with you

### Project Services

Projects services are available on a case by case basis and what we can offer depends on your requirement. Projects are delivered by skilled engineers and project managed by an experienced project management team.

Our sales team can discuss this in more detail with you - just let us know what you are looking for.

# // Service Desk Vs NOC



Service Desk Supports the following



Desktop Computers



Laptop Computers



Tablets

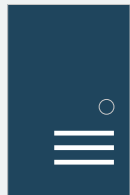


Smart Phones

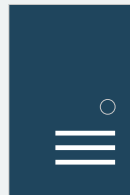


End-Users

NOC Protects the following:



Physical Servers



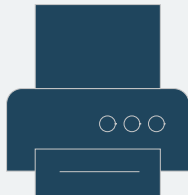
Virtual Servers



Backup Systems



Security



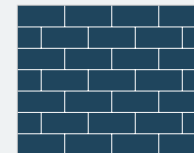
Network Printers



Routers



Switches



Firewalls



Wireless APs

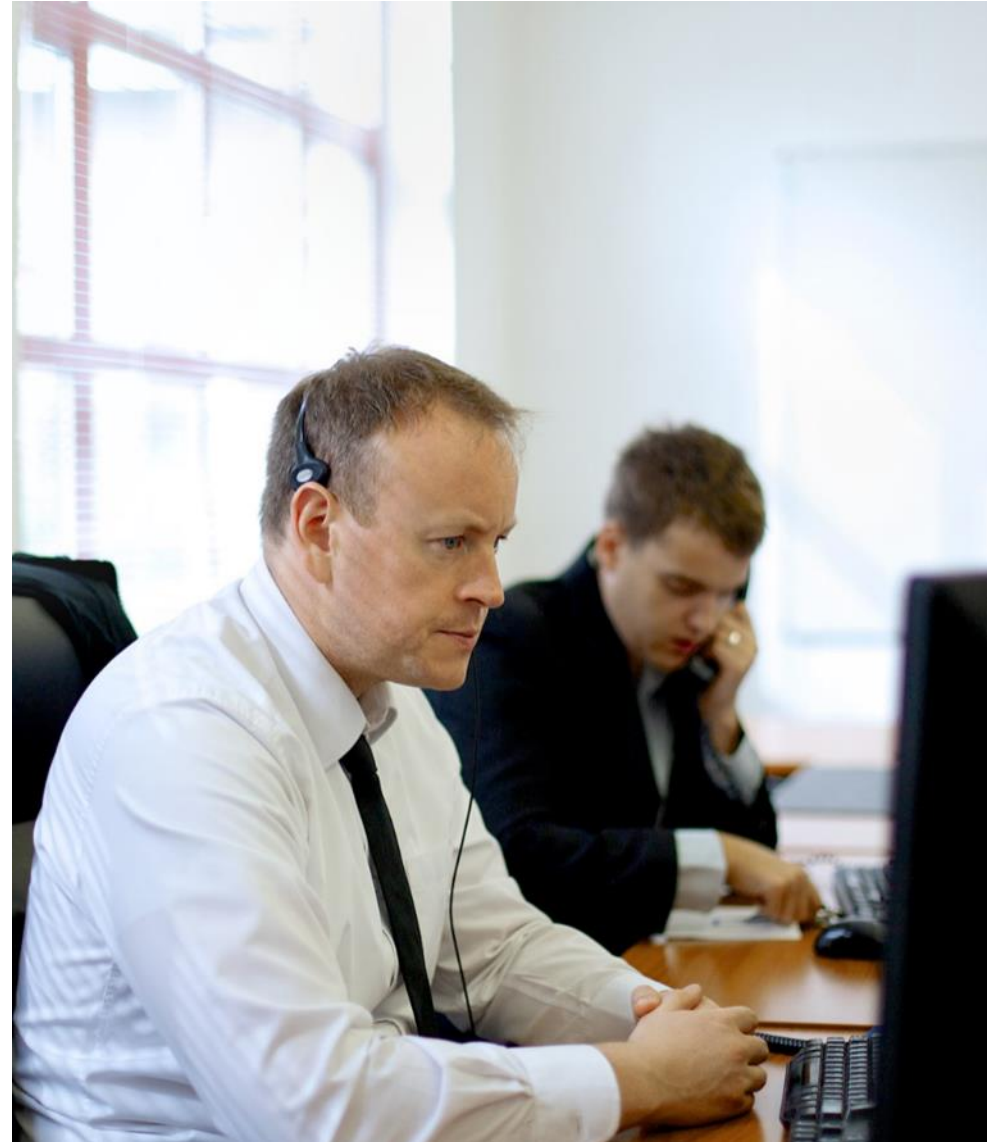
# // Service Desk



Our Service Desk provides support services for workstations, mobile devices and basic network devices.

**Service Desk services include:**

- User support
- Diagnosis
- Troubleshooting
- Preventive maintenance
- Security patches & service packs
- monitoring & alerting







## Scope of service desk support

Service Desk support is offered for the following device categories:

- Workstations
- Basic network devices, including printers, routers, switches and hubs
- Mobile devices

As part of the on-boarding process, you will have given us a list of users to be supported. New users can also be added at any point.

Service Desk support is provided via a phone number and email address.

Remote support is delivered using one or more industry standard support tools including; SolarWinds N-Able, LogMeIn & Team Viewer

## Pre-requisites for service desk support

Certain requirements must be met before Service Desk support can commence. For example, all workstations must be running a supported operating system version, and each must have a valid, supported anti-virus system in place.

As part of the on-boarding process, we will review this and advise on changes as necessary.

## Service Desk Vendor Management

If during diagnosis we conclude that the issue lies with a third-party vendor we will liaise with the vendor and the end-users to ensure as smooth a service as possible.

## How do we manage your calls?

We manage all inbound and outbound calls via our contact centre system which combines all the features of a traditional call centre application with advanced call routing and agent desktop features.

# 95%

of our customers rated the quality of resolution as good or above\*

\*Based on customer feedback survey rating from Jan 1<sup>st</sup> 2015 to Dec 31<sup>st</sup> 2015.

# // Service Level Agreements (SLAs)



The target first response time runs from the point of first acknowledged contact.

- **Low Priority:** one machine/user is affected. The issue relates to only a minor enhancement or trivial question. There is no productivity loss.
- **Medium Priority:** one machine/user is affected moderately and there is some productivity loss or multiple machines/ users are affected with only minor loss of productivity.
- **High Priority:** incident affects multiple machines/users and several business critical functions in one area.

Activity / Issue	High Priority	Medium Priority	Low Priority
Target	90%	90%	90%
First Response	Within 30 minutes	Within 1 Hour	Within 1 hour
Resolution Time	Within 4 hours	Within 1 day	Within 3 days

## Custom SLAs

You may have agreed a specific SLA with us during on-boarding, which may apply to some or all of your international sites. In such cases we will adhere to the custom SLAs that you have given us.

We offer a high-level standard SLA that is specified in your contractual agreement with us.

# // Network Operations Centre (NOC)



Fifosys standard NOC services cover the three key Monitoring & areas vital to maintaining your IT infrastructure.

- Monitoring and remediation
- Preventive maintenance
- Root cause analysis (RCA)

NOC services are provided by our dedicated NOC team, which is staffed by level 2 and level 3 engineers, and covers server and infrastructure support.

## Monitoring and Remediation

This service includes:

- Monitoring of critical business services, including server roles;
- Maintenance and upkeep of core server operating systems and network devices;
- Remediation of issues identified, either through self-healing and automation or manually, through engineer intervention.

The service uses the default monitoring templates that have been defined for each server, product or role by the NOC team. We will have worked with you to pre-selected these during the on-boarding process and they will be updated by our NOC team to reflect new updates and products released by the respective vendors.

If you need to add extra services to a template, our NOC team will analyse the requirements and, wherever possible, make arrangements to customise the template either during the on-boarding process or later, as required.

## Preventive Maintenance

Preventive Maintenance is a fundamental, part of the Fifosys service. It consists of planned maintenance activity designed to avoid any unplanned outages within an IT infrastructure. It covers the installation of patches, service packs, and security updates, along with the remediation of 'amber' alerts detected through default monitoring.

Generated alerts are categorised as follows:

- Green Alert (Normal) – within normal operating parameters
- Amber Alert (Warning) - outside normal parameters but still within tolerance
- Red Alert (Failed) - outside tolerance level and attention is required

All work carried out under Preventive Maintenance requires authorisation prior to commencing work. Our NOC team will only deploy service packs and patches defined and approved by you during the on-boarding process.

Examples of the products covered under Preventive Maintenance are shown below:

Windows 7	Windows 8	Windows 10
OSX 10.8	OSX 10.9	OSX 10.8
Windows Server 2008 R2	Windows Server 2012 R2	Windows Server 2016 R2
MS Exchange Server	MS Lync Server	MS SQL Server

## Root Cause Analysis

Root Cause Analysis or RCA is a formal problem solving process that plays a vital role in maintaining the monitored IT environment, to ensure the highest level of availability. It helps to improve productivity by eliminating recurring incidents.

RCA's goal is to understand what went wrong and to accurately report the impact of the incident so that the results and corrective/preventive actions taken are understood - and the risk of recurrence can be reduced to an acceptable level.

We only offer RCA for the Services being monitored through our default monitoring templates. If the identified corrective/preventive action is within scope, we will take the necessary action to eliminate the problem. Prior to making any changes to the system or environment in question, however, our NOC engineer must get authorisation from your Primary Technical Contact (as defined during the on-boarding process)- unless the change has been pre-approved.

You can agree a list of pre-approved changes with us as part of the on-boarding process.

## Pre-requisites for NOC services

In any supported environment, certain requirements must be met before NOC Services can commence. For example, all workstations and servers to be covered must be running a supported operating system version. A review of any unsupported systems would be conducted during the on-boarding process.

# // NOC Examples



## NOC services

The standard Fifosys NOC service includes full monitoring, management and remediation within the scope of the NOC services outlined in the following pages (i.e. monitoring and remediation, preventive maintenance and root cause analysis).

## NOC Vendor Management

As part of the on-boarding process we will collect details from you of any valid warranties in place as well as any vendors that we may need to liaise with as part of the troubleshooting process. To help us troubleshoot we will liaise with the relevant vendor(s) as appropriate. If a vendor confirms that the fault lies with their equipment or service we will liaise with the vendor and the end-users to ensure as smooth a service as possible.

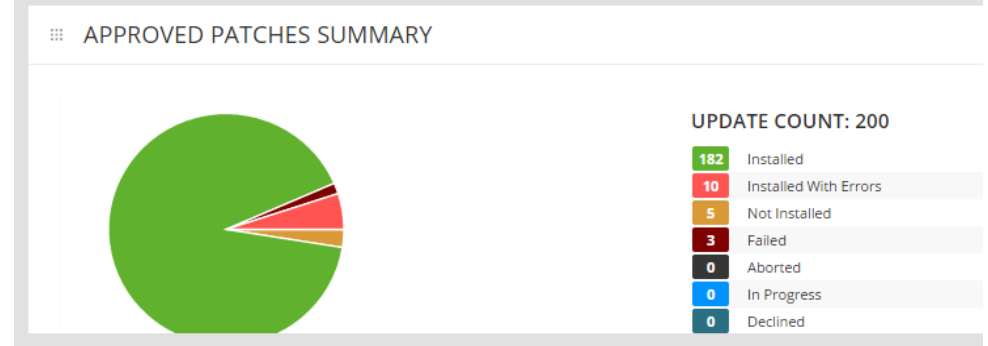
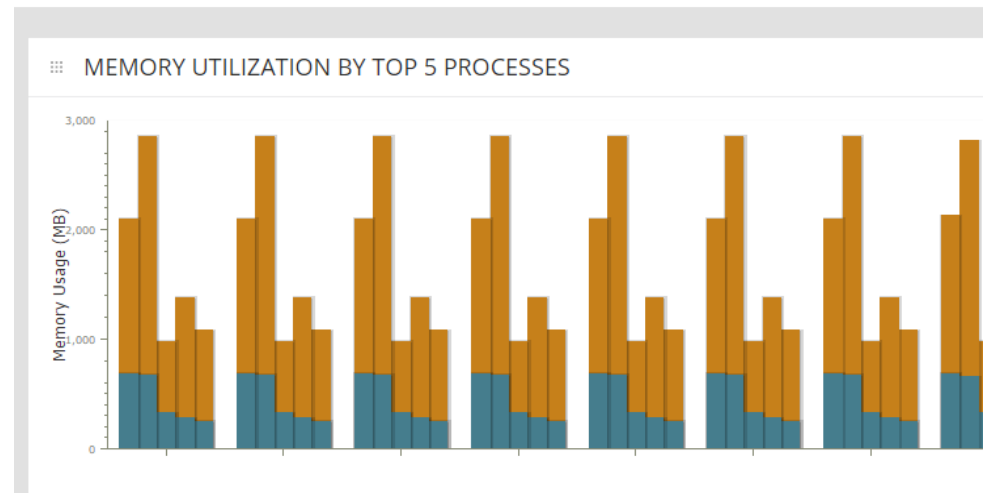
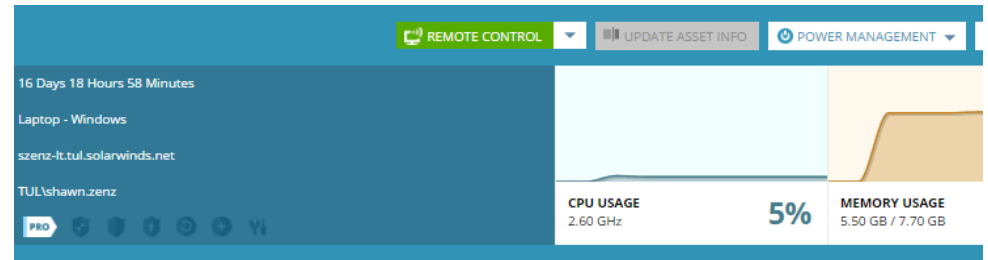
## Example monitoring templates

Example Server Product: Windows Server Template

- Server Heartbeat COM+ Event
- System Remote Procedure Call
- Disk Utilisation Cryptographic
- Services Security Accounts Manager
- Memory Utilisation DCOM Server
- Process Server
- CPU Utilisation Distributed Link
- Tracking Shell H/W Detection
- Server updates Distributed
- Transactions System Event Notification
- Antivirus Status Event Log WMI
- System Fragmentation Logical Disk Manager Workstation
- App Experience Lookup Plug and Play

Example Server Role: Remote Desktop Services

- Remote Desktop Connection
- Broker Remote Desktop Gateway
- Remote Desktop Licensing
- Remote Desktop Management
- Remote Desktop Services
- Remote App and Desktop Connection



# // Categories of NOC Services



## NOC Categories

Depending on the type of product being monitored, NOC services are further categorised into four individually priced groups:

- Workstation (physical/virtual)
- Server (physical/virtual)
- Network device
- Mobile device

## Workstation (physical and virtual)

Both Microsoft and Apple workstations can be covered. The service includes preventive maintenance work and covers the installation of service packs, along with security updates to the core desktop operating system and supported desktop applications.

The service also includes monitoring and remediation of alerts generated based on our Standard Workstation Monitoring Template.

The services covered under the Standard Workstation Monitoring Template are listed below.

- Disk Space
- Memory
- Fragmentation
- Processor Activity
- AV
- Status Patch Status

We have monitoring templates for both Microsoft and Apple workstations. The above applies to both physical and virtual workstations.

## Servers (physical and virtual)

This includes Microsoft, Linux and Apple servers and server applications. Monitoring, remediation, preventive maintenance and root cause analysis services are provided.

An example of some of the products covered is shown below.

- Windows Server 2003
- Windows Server 2008
- OSX Server 10.10
- Exchange Server 2003
- Exchange Server 2007
- Exchange Server 2010
- DNS
- DHCP
- Active Directory

## Network devices

This includes network devices from most leading vendors. Monitoring, remediation, preventive maintenance and root cause analysis services are provided.

Firmware checks and updates for network devices are carried out in agreement with you. The supported devices under this category can include routers, firewalls, load balancers, and switches.

## Mobile device management (MDM)

Mobile devices such as smartphones and tablets are covered in this category. Our MDM service enables you to easily manage and report on mobile devices within your clients' supported environment. The MDM service is provided via an agent installed on the mobile device and offers basic monitoring, including storage space and power levels.

Support is provided for Apple iOS and most Android devices (Windows and Blackberry devices are not supported). The MDM service can be used to remotely configure, track and wipe a device, push email configuration, and customise certain aspects of the device.

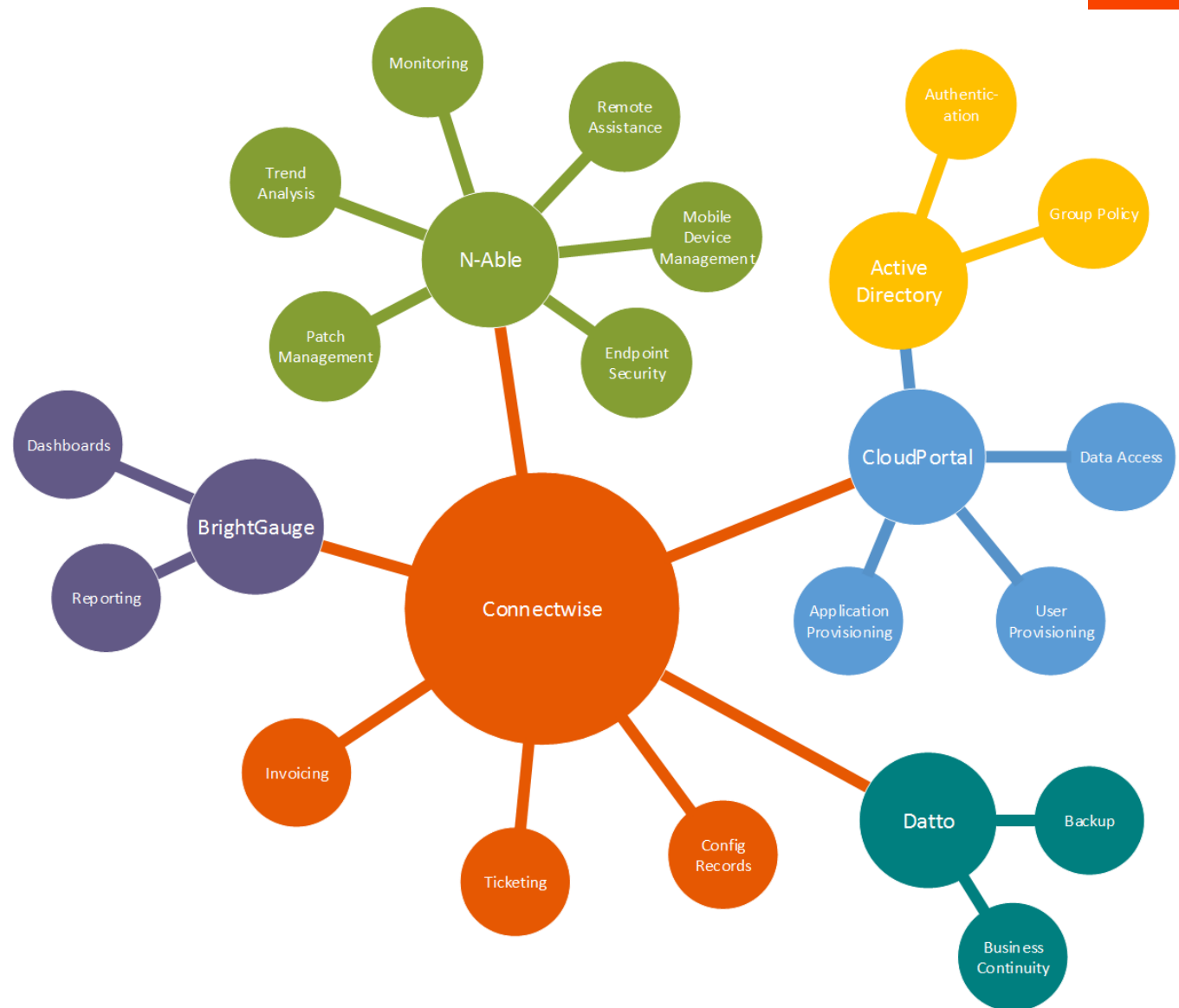


## Select the best

We believe that, when choosing our toolset, only the best will do. The ability to integrate and automate are essential to the smooth delivery of services.

Our key tools include:

- Connectwise - Industry leading ticket management and documentation retention suite.
- N-able by Solarwinds - Trusted and proven remote monitoring, management and automation tool
- BrightGauge - Dashboards and reporting to give our customers peace of mind
- Citrix CloudPortal Service Manager - Self-service and automation to help users help themselves
- Datto - Datto is more than just backup; it is a full business continuity solution designed to help companies recover in minutes from any disaster.





You can use our engineering team to help fill skills gaps and add additional technical resources as you need them.

## Project Services

Fifosys are able to provide engineers to deliver infrastructure tasks which fall outside of standard support services. All projects are delivered by skilled engineers and project managed by an experienced project management team.

Typical project services include:

- Server hardware upgrades
- Workstation deployments
- Office moves
- MS Windows server deployment and migrations
- Client software deployments
- Active directory deployment and migrations
- MS Exchange server deployment and migrations
- Virtualisation projects (VMware, Citrix, Hyper-V)
- Migration to cloud services (Office365, Google Apps etc)

Project Services are priced on the estimated time needed to complete the work. Requests for Project Services are scoped by our Projects team, referred to your Account Manager for quotation and must be authorised by you prior to any work commencing.

Our sales team can discuss this in more detail with you - just let us know what you are looking for.

# // Managed Business Continuity & Backup



## Fully Managed Service Including

- Continuous Backup Monitoring
- Daily Verification Testing
- Disaster Recovery Planning
- Disaster Recovery Testing
- Detailed Reporting
- Fully & certified trained engineers

## Providing Services Globally Including:

- United Kingdom
- Europe
- United States
- Canada
- Thailand
- Australia



**Asigra.**

- Over 1PB under management
- Industry leading technologies including
  - Datto Blue (Elite) Partner
  - Asigra Partner
- Secure and encrypted backups
- Cloud data centres in multiple countries
- Private Cloud options available





## Objectives

The main objectives of the on-boarding process are to:

- Analyse your requirements in detail
- Identify service delivery methods and document these
- Ensure a smooth handover to our support team
- Confirm the demarcation of responsibility between us and your internal central support teams if applicable

## What is the role of the on-boarding team?

Our on-boarding team's main purpose is to work with you to gather all the information required by our NOC and Service Desk teams, so they can support both you fully and in line with expectations.

It is very important that you supply us with all the relevant information that we will need in order to begin the delivery of Services. Our on-boarding team will guide you through the information that we require to ensure that we have everything in place before we commence work.

To ensure that we can deliver the best possible service, we will undertake a separate on-boarding process each time you add a new site, user or device to the Services. We will endeavour to on-board any new locations as quickly as possible; you can help us with this process by supplying us with all of the information required at the time of on-boarding.

Each time we on-board, the more information you can give us the easier it is for us to support you.

On-boarding enables us to clearly identify each of your support requirements and gather the information required for us to deliver our services successfully against these.

# // Security & Quality Standards



## Quality Management

Having held this certification for the last 10+ years it should demonstrate that we take the quality of delivering our services seriously. We are a process orientated organisation that continue to improve our approach to service delivery along with documenting clear processes and training our staff.

## Security Management

The security of your data is of paramount importance to us. This is why every Fifosys employee will endeavour to take all necessary steps and follow the relevant ISO 27001 procedure to minimise risk at all times.

We go through a rigorous annual process for ensuring we continue to uphold this certification as we have done over the last 5 years.





*“Fifosys have been supporting our business across 12 location for the last 7 years and we are happy to sign up to another 3 year term (2019).”*

*The team are professional, flexible and consistently meet our expectations. What more can one need from a service desk.”*

Paul Morgan, Director of IT Operations



*“Fifosys has really delivered ROI on our IT investment – and that’s one reason why I would not describe Fifosys as a consultancy, or even as an IT partner.”*

Anandh Owen, Chief Operation Officer