

Summary

Ultimedia provide a Support service for clients utilising Cloud services with a variety of service levels (bronze, silver and gold options), known agreed response times and flexibility to serve the client's specific needs.

At all stages of Ultimedia services the client is placed at the forefront and activities are performed collaboratively with Ultimedia staff engaging with client digital staff and achieving knowledge transfer as well as designing and developing the best solution for the client. Ultimedia believe in the principle of 'over-delivery' thereby establishing a standard of excellence with the client.

Description

Incident Management

Ultimedia manages service interruption incidents in line with agreed service levels, alongside an escalation process this serves to ensure that the client's service is always running at an optimal standard.

Request Fulfilment

Ultimedia manage service requests through a ticketing system with agreed response levels. This can vary from a request for information through to a change request involving new development work.

Service Operation

Ultimedia manage the service operation with their service desk and ticketing system to agree service levels with each client.

Configuration Management

Ultimedia monitor the status and performance of all assets required to deliver the cloud solution and regularly report upon these to the client.



Change Management

Ultimedia manage changes to the provided system through initially the ticketing system and then on through new work requirements finding.