



Service Definition

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1. ABOUT US

Alkane Solutions are a leading supplier of end-user compute (EUC) services in the UK. Our services include software, hardware, licensing, security, and support services.

What separates us from other service providers is our exemplary levels of expertise, our high attention to detail, our insatiable appetite for hard work and our dedication to best practises.

Our services are designed to seamlessly integrate into our client's existing processes, providing an instant increase in capacity where required.

2. END-USER COMPUTE MANAGED SERVICE

Our end-user compute service encompasses all technologies that IT professionals use to deploy, manage, and secure enterprise devices.

2.1.1. DESKTOP SUPPORT

Service desks can sometimes struggle to cope with the demands of the enterprise. For some organisations, these demands can fluctuate due to seasonal activity (the travel industry, for example), and onboarding staff and training them can be difficult, time consuming and costly.

We provide a desktop support facility that can seamlessly integrate into and expand the capacity of our client's pre-existing service.

2.1.2. SERVICE DESK ESCALATION

Service desks operators are sometimes only trained to resolve common issues such as password resets, application access issues and similar. When more complex issues arise, service operators often don't have the skills or the time to resolve them.

We can provide a service desk escalation facility to debug and resolve these more complex issues to a predefined service level agreement.

2.1.3. HARDWARE INTEGRATION

We can design and implement reliable and optimised operating system deployments using Microsoft Endpoint Configuration Manager, which can be used to seamlessly integrate hardware into our client's environment.

Hardware models contain different components and as such require specific driver configurations. New hardware builds also usually require a core set of applications, agents, and configurations before they can join the corporate domain.

Our hardware integration service automates this end-to-end process using task sequences, and continual monitoring is performed to ensure deployments are successful.

2.1.4. APPLICATION PACKAGING

Application Packaging is a process that organisations use to manage and configure applications, providing consistent and optimised delivery to users and devices.

Our application packaging services can be provided on-site or remotely (UK-based) by security cleared professionals.

Software Auditing – the process of auditing the network to identify installed applications and application usage.

Application Rationalisation – the process of rationalising the results of the software audit by removing (and replacing) old software versions, functional duplicates, unsupported versions and more.

Application Compatibility – the process of verifying that each application in the rationalised list is compatible with the target packaging technology and operating system.

Application Discovery – the process of identifying and documenting how each application functions.

Application Packaging – the process of converting the application into the proposed packaging technology such as MSI, App-V, ThinApp, MSIX or otherwise.

Application Integration and Test – the process of integrating each application package into the proposed delivery toolset such as SCCM, App-V Management Console or otherwise. Integration activities also include a launch test and configuration cross checking in alignment with the associated discovery documentation.

Project Management – the process of managing application issues, the user acceptance testing process (UAT) and application package release management.

2.1.5. SECURITY PATCHING

Windows as a Service (WaaS) comprises of monthly quality updates and semi-annual feature releases. A key component of build management is to ensure that build images are always kept up to date, meaning that any new deployments are instantly secure.

Our security patching service can be used to ensure devices are secure and up to date with the latest security patches.

3. AD-HOC PROJECT SUPPORT

Our clients often have ad-hoc project requests. An example might be to provide support when upgrading a client-side application with prerequisite server-side configurations.

Our services can be used for technical implementation and/or project management to facilitate the change in accordance with our client's timescales.

4. SERVICE MANAGEMENT

To ensure we are delivering to our client's expectations, we conduct regular monthly reviews to establish how the service is operating and identify any areas of improvement where possible. We provide a single point of contact to liaise with our clients to ensure a consistent stream of communications.

Our services are flexible, and any fluctuations in demand or a change in our client's business strategy can be accommodated seamlessly.

As part of our continual service improvement strategy, we also strive to identify and execute opportunities that will make our client's IT processes and services better, and to objectively measure the effects of these efforts over time.

Service level agreements are defined on a per-client basis, subject to client requirements and feasibility of workload.

5. SERVICE TRANSITION

The transition into service is carefully planned to ensure that there is limited or zero disruption to existing business operations.

Our single point of contact will liaise with our client to design/implement a suitable strategy and provide sufficient communications and instruction.

The transition out of service will follow a similar, planned approach where documentation will be handed over to the client and relevant access to tools and systems will be revoked.