

## Tekwurx G-Cloud 14 Service Definition:

### Tekwurx Cloud Resource Augmentation Service Description

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#### Service Description

We appreciate 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

No matter how well-equipped your in-house IT team is, you will likely need to augment your capacity or capability to enable you to manage activity peaks or priority changes.

Tekwurx has supported organisations for many years, augmenting in-house personnel and assisting with delivering complex IT projects across the data centre to the cloud.

We specialise in the following:

- **Operational** — Providing dedicated or shared service expertise and capacity to help you manage and improve IT service operations performance.
- **Project** — Providing top-up project services and governance.
- **Technical** — Access to a suite of professional services to implement, develop and manage your IT projects .
- **Consultancy** — Our proven experience helps you design solutions and achieve successful outcomes that solve real-world IT and related business problems.

Also, our resources team will be pleased to identify suitable candidates for long or short-term engagements to augment your internal team.

#### Service Features

- Provide highly skilled resources to augment internal teams.
- Security-cleared personnel
- Wide range of skills & experience
- Flexible BAU support
- Solution architecture, planning, governance, implementation, training & BAU support

#### Service Benefits

- Deliver projects quickly without increasing headcount.

- Improved flexibility
- Increased productivity
- Cost-effective

### **Why Tekwurx**

- Customer-centric
- Outcome-based
- Experienced
- Agile & flexible
- Cost-effective
- Tailored service to your needs
- Straightforward to deal with
- Fit into your team & culture
- Consistent and proactive communication

### **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 discuss the potential budgetary costs.

Please see the SFIA Rate Card for details on the service price 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 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 partner with Barracuda Networks, EasyVista, BMC Software and Yellowfin. We are a ServiceNow Development partner specialising in integrating ServiceNow with other products.

Our specialities include:

- EasyVista EV Service Manager
- EasyVista EV Reach
- EasyVista EV Discovery
- EasyVista EV Observe
  
- Barracuda Email Protection
- Barracuda Cloud-to-Cloud Backup
  
- BMC Helix Discovery
- BMC Helix Control-M
- BMC Server Automation (formerly BladeLogic)
- BMC Helix Operations Management

## **Contact**

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