

Cloud Support

SERVICE DESCRIPTION

Complete IT support service including remote, on-site and cloud.

Service features:

- Unlimited IT support
- System design
- System Implementation
- IT Consultancy
- Cloud Services
- Pro active support (remote monitoring)
- Backup (both cloud and on premises)
- Anti-virus, and anti-malware, ransom ware protection
- Disaster recovery
- Cloud Telephony

Service benefits:

- Reduce business risks and costs
- Increases business continuity
- Providing data security
- Minimize IT Downtime
- Help support flexible working

SUPPORTING SERVICES

Monitoring

The Pisys Monitoring platform monitors the service infrastructure and the status of the task being carried out by the client. Its near-real-time monitoring raises alerts (for example for a failed backup jobs), which are forwarded to the Pisys Service Desk. Monitored items are able to confirm success status of backup jobs or to identify whether an issue requiring an alert has occurred.

Pisys define and deploy a set of alert thresholds at implementation. These thresholds can be varied by Pisys (with agreement from the customer) to ensure that appropriate alerts are being generated and are reviewed as part of the Service Transition workshop.

Cloud Support

PISYS SERVICE DESK

Pisys provides 24x7x365 support and management of the service and supporting infrastructure – see Service infrastructure

- Restores data in response to authorised user requests.
- Handles events, requests, queries and incidents raised by authorised users only, whether by phone, e-mail or self-service support portal.
- Handles Change Requests (CR) in accordance with PiSYS Change Management process.
- Resolves problems with, applies changes to and maintains the patch state of, the service platform in accordance with Pisys change management process
- Makes configuration changes on request (for example, changes to schedules).

PISYS SELF-SERVICE SUPPORT PORTAL

Pisys provides customer-nominated administrators with access to a Self-service support portal through which they can:

- Request data restores
- Create new and update existing incidents for investigation
- Create new and update existing changes from a change catalogue
- The credentials assigned to users are for their sole use. Shared accounts are not available.

PISYS SELF SERVICE MONITORING PORTAL

Pisys provide access to monitoring and statistical information in relation to the Local vault server and internet bandwidth utilisation.

SERVICE DELIVERABLES

Pisys monitor, support and manage the service infrastructure using processes aligned with the ITIL framework for IT Service Management. This section summarises the processes' key capabilities and deliverables.

EVENT MANAGEMENT

Near real-time monitoring: The Pisys monitoring platform continuously monitors the service infrastructure to:

- Deliver near-real-time device monitoring
- Collect metrics for analysis
- Identify alert conditions and thresholds breaches
- Send triggered alarms to the Service Desk

Alert notifications: The PiSYS Service Desk responds to triggered alarms, analysing, investigating and taking appropriate remedial action.

Event handling: Pisys process all alerts (not just critical alerts), taking the appropriate action to resolve the issue (if required).

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INCIDENT MANAGEMENT

Service desk: The Pisys Service Desk provides an escalation path for the customer's administrators when assistance is required with software issues, firmware issues and hardware faults on CIs.

Incident Response:

- Pisys Service Desk escalates alerts to its technical teams for resolution as appropriate
- Pisys Service Desk inform the customer's nominated contact of any service impacting alerts and the resolution timeframe
- For incidents categorised as P1, Pisys take whatever action is required to restore operation and-or to minimise any service down time.
- Pisys co-ordinate any product vendor involvement necessary to achieve resolution of an issue.

CHANGE MANAGEMENT

Controls: All changes to the service infrastructure are performed under the Pisys Change Management process. Pisys perform changes to the service infrastructure only when authorised to do so by a CAB approved Change Request (CR)

Tools: Pisys use orchestration appliances to perform changes where compatible and appropriate.

PROBLEM MANAGEMENT

Pre-emptive maintenance

- Pisys proactive problem management processes help avoid recurring issues.
- Pisys applying patches, bug-fixes and upgrades to the service infrastructure in line with best practice.
- Pisys maintain problem records in the CMDB to aid identification and prompt resolution of issue.

Trend analysis

Pisys perform regular incident trend analysis to proactively identify any reoccurring service infrastructure problems and their root causes.

CAPACITY MANAGEMENT

Pisys monitor and respond to service infrastructure threshold breaches and growth forecasts to maintain agreed performance levels and adequate capacity for growth.

SERVICE REPORTING

Pisys provide quarterly service review reports through their Service Delivery team

CONTINUAL SERVICE IMPROVEMENT

Pisys manage service improvement plans which track recommendations for changes to improve service provision.

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CONFIGURATION & KNOWLEDGE MANAGEMENT

Pisys maintain a definitive record of the service infrastructure in a CMDB

Pisys maintain a knowledge database to allow support teams to efficiently resolve known issues and find supporting information.

RESOURCES

Service Desk – Contact

- Pisys provide the customer with a 24x7x365 service desk telephone number for the purpose of reporting incidents and raising Change Requests (CRs) for Configuration Items (CIs)
- Calls are logged on receipt, and will be acted upon within the customer's contractual service window
- Pisys Service Desk and Pisys Self-service support portal are accessible to named individuals only; not to the customer's users in general.

Pisys Self-Service Support Portal

The customer is provided with access to the Pisys Self-service support portal via the internet. Using the portal, the customer can:

- Create new and update existing incidents for investigation
- Create new and update existing CRs from a change catalogue
- View their CIs on the CMDB

Pisys provide each named individual with an account for their sole use, with their username being their email address. No shared accounts are provided.

PISYS SELF SERVICE MANAGEMENT PORTAL

Pisys provide a Self-service management portal to enable the customer to perform data restores. Any required job configuration changes (such as scheduling or filtering file inclusion or exclusion parameters) should be requested from the customer to Pisys via the Service Desk. Pisys provide appropriate login credentials to the customer's nominated authorised representatives, which includes use of two factor authentication (2FA). Authorised users are issued:-

- A unique username, which must be changed upon first login and then –at least– every 90 days.
- A software token, used to generate One Time Passwords (OTP) for each access session.

Where the "Local" option is selected, the self-service portal can alternatively be provided directly through the local vault on the customer's site, which does not require 2FA authentication and provides an enhanced user experience. If this option is selected, the portal username format may be changed to match the customer's user email address format.

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PISYS SELF SERVICE MONITORING PORTAL

Pisys provide the customer with access to the Pisys Self-service monitoring portal, showing monitoring metrics for in-scope systems, to allow customer administrators to view trends and manage infrastructure resources.

Service constraints

All hardware and operating systems must be up to date and within the manufacturer life cycle. All contracts would require a 12-month maintenance contract.

System requirements

Payment of Licence Fees can be either annually or monthly. All software versions must be up to date.

BACKUP/RESTORE and DISASTER RECOVERY

Pisys offer a comprehensive backup/recovery service including:-

- Files and Folders
- Virtual Machines
- Site Backups
- Physical machines
- Databases
- SAAS – Office 365, Azure, OneDrive, and SharePoint.

For our hosting services, Pisys use multiple datacentres with disaster recovery

ON-BOARDING and OFF-BOARDING PROCESSES.

On-Boarding

Help is available to users in many forms when starting to use our services including on-line or remote training plus Pisys supply all necessary documentation. All documentation is provided on ODF or PDF Formats and meets WCAG 2.1 AA accessibility standard. Pisys also offer an On-site training option if the client prefers.

Off-Boarding

Users are easily able to extract their data when the contract ends as Pisys provides a standard off boarding process to each client. Full documentation including admin passwords and user accounts are provided in PDF format. At the end of the contract a handover process is followed to ensure all necessary documentation is provided to the client or third party as required.

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PRICING

Pisys can provide a range pricing alternative including:-

- Per unit
- Per licence
- Per user
- Per device
- Per instance
- Per server
- Per virtual machine
- Per transaction
- Per megabyte
- Per gigabyte
- Per terabyte

Billing can be calculated per year, every six months, quarter, month, week, day, hour, or minute.

Discounts

Volume discounts are available through Pisys as well as discounts to Educational or Non-profit organisation.

SERVICE MANAGEMENT

Pisys will appoint a dedicated account manager for each client who will manage the contract and ensure that the planning, implementation, and delivery of the contract is achieved. The dedicated account manager will have previous experience with existing contracts and will be responsible for liaising with the consortia representatives and with departments within Pisys to ensure that orders are processed, and delivery of the service is completed to the customer's satisfaction. The dedicated account manager will have a dedicated phone number and email address. Other responsibilities will include the arranging of quarterly review meetings, provision of updates from suppliers/manufacturers, arrange site visits, provide pricing, and manage any issue escalation should it arise. The dedicated account manager has complete access to all the necessary management information reports required. Using our ERP in-house system, the dedicated account manager can supply weekly, monthly, or annual sales out reports.

Cloud Support

SERVICE LEVELS

Email and Phone Support

Pisys offer both Email and Online ticketing support. We respond immediately to all telephone enquiries and can respond within 15 minutes to all email enquiries (depending on SLA). Through our support system, users can manage the status and priority of support tickets. Our online ticketing system supports WCAG 2.1 AA accessibility. Our Phone support availability is 24 hours, 7 days a week.

Web Chat

Pisys also offers Web chat support to our clients available 24 hours, 7 days a week. Users can directly access support via our web site. Pisys uses LogMeIn as its main Web Chat interface which is a click to run application meaning it will use accessibility tools installed on their operating system.

On-Site Support

Pisys offers on-site support in the form of 2 Support levels. Support is available on a pay per device (e.g., from £10.00 per PC) or on a site agreement (cost depending on the customers size and requirements). Pisys can provide both a technical support specialist, consultants, and cloud support specialists. Pisys can also offer support to third parties engaged by the buyer to access our service.

Training

We offer both on-site and remote training, depending on the customers preference. We can arrange onsite half day training sessions or twilight training sessions. Comcen will identify with individual customers and tailor specific training to the customers needs. Pisys eCampus provides all customers with a Free catalogue of training videos, from Cybersecurity to Microsoft 365 and Windows 11. Monthly reports by user can be provided for your records, to identify staff that have completed training and those who have not. Simulations can also be run to identify employee reaction to phishing emails or ransomware to identify users that require further training. As a business, we recognise the importance from both a sales and technical perspective, to keep our customers informed on the latest technologies, to give them confidence in our recommendations. Training is tied to specific services such as:

- Microsoft Azure
- Microsoft 365
- Amazon Web Services

CLIENT RESPONSIBILITIES

All software versions must be kept up to date

Network: Pisys protect data between our client's network and our network using several features including:-

- Private network or public sector network
- TLS (Version 1.2 or above)
- IPsec or TLS VPN gateway
- Bonded fibre optic connections

Protection within our network: Data is protected within our own network using TLS (Version 1.2 or above) and IPsec or TLS VPN gateways.