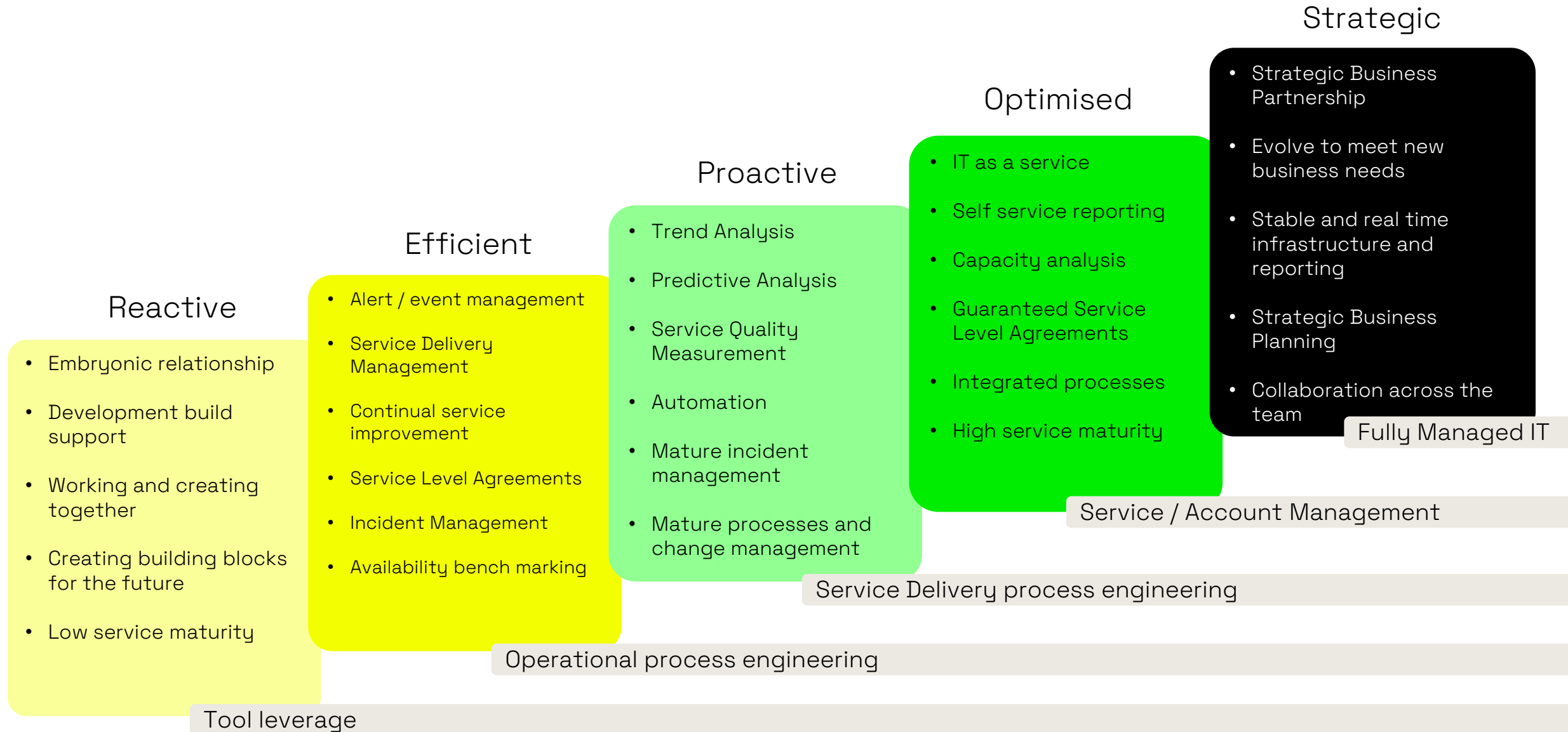


Support and managed IT services



In-Scope Managed Services

Our 1st, 2nd, and 3rd line support options ensure your business can function and stay productive with minimal system downtime, and our proactive monitoring services help you optimise performance, spend and manage transformation and risks.

1st Line

- Log, triage, and prioritise incidents
- Provides 1st line diagnosing and questions
- Resolves desktop support and user queries
- Provides information and updates on P1 incidents
- Answers call and customer enquiries
- Remote and telephone support

2nd Line

- Technical escalation point to 1st line
- Owns incidents that require further technical knowledge
- Assigns highly technical incidents and change requests to 3rd line
- Assesses and prioritises incidents in their stack
- Technical support for networks, servers, WAN, VPN, and software
- Telephone and remote support to end users
- Logs third party technical calls where necessary

3rd Line

- Incident management for complex technical issues
- Owns incidents that require constant management and monitoring
- Provides support and information to 3rd parties on incident resolution
- Technical ownership for P1 incidents
- Ownership of the monitoring system
- Technical ownership of change management

Proactive Monitoring

- Proactive operating system monitoring, alerting and reporting
- Application operating, alerting and reporting
- Network infrastructure monitoring, alerting and reporting
- VM capacity monitoring, alerting and reporting
- Provision of standard reporting dashboards
- Comprehensive real-time monitoring in critical LOB systems and apps

White Glove Service

→ VIP support service

→ Our white glove service takes care of everything IT related for you, we have a meticulous approach and strive for service excellence. We work to identify potential problems and resolve them before they occur and disrupt your work. You are our highest priority, and our experienced engineers are available 24 hours 7 days a week. When problems do arise our highly skilled engineers will rapidly diagnose and solve the issue, as we understand that you being able to work is the top priority.

→ Our expert engineers understand your business and are available 24x7x365

→ Rigorous recruitment process to ensure the best technical and personality fit for our clients.

→ Proactive support enabled by best-of-breed a remote monitoring and management platform

→ Operational service governance and compliance aligned with the FCA & PRA

→ Robust IT operations reporting suite that provides true value add and insight into trends that feeds into continuous service improvements and cloud transformation to drive efficiency