

AUTOMATED FIRST IT SERVICES

Service Desk & End User Support

DEFINITION DOCUMENT

CONTENTS

ABOUT OUR SERVICE	03
CHANGING THE GAME	04
SERVICE DESK & EUC SUPPORT SERVICES	05
ONBOARDING AND TRANSITIONING TO SPHERICA SUPPORT	06
OUR IMPLEMENTATION AND TRANSITION PLAN	06
- Discovery & planning	
- Design & build	
- Cutover & Go-live	
SAFEGUARDING KNOWLEDGE TRANSFER	07
OFFBOARDING PROCESSES	07
BACKUP, RESTORE, DISASTER RECOVERY AND BUSINESS CONTINUITY	07
SERVICE LEVELS	08
- Support times	
- Service credits	
- Service constraints	
CONTACT US	09

ABOUT OUR SERVICE

As so many business operations and processes are now dependent on technology, the role of IT has changed. It needs to be central to business strategy in order for businesses to remain competitive. This is why we have developed an approach to IT Managed Services that uses disruptive technology, such as automation, AI and Machine Learning, to enable you to put technology at the heart of your business. With your technology investment aligned with your strategic goals, you can increase productivity, reduce cost inefficiencies and enable better ways of working throughout your business.

At Spherica, we deliver “next generation” IT services by putting automation at the forefront of our day-to-day operations.

We deliver fast and efficient issue resolutions and task our technical teams with automating IT processes wherever possible in order to reduce error-prone manual tasks, minimise and actively prevent system downtime, and deliver great customer experiences. With technical engineering excellence and an innovative DevOps approach, we deliver automated IT services that drive efficiency and improve the working environment.

Our highly-rated support services are tailored to your needs. We design, implement and manage as much or as little of your IT infrastructure as you need, supporting your internal IT teams in providing the most secure, stable and fit-for-the-future IT operations.



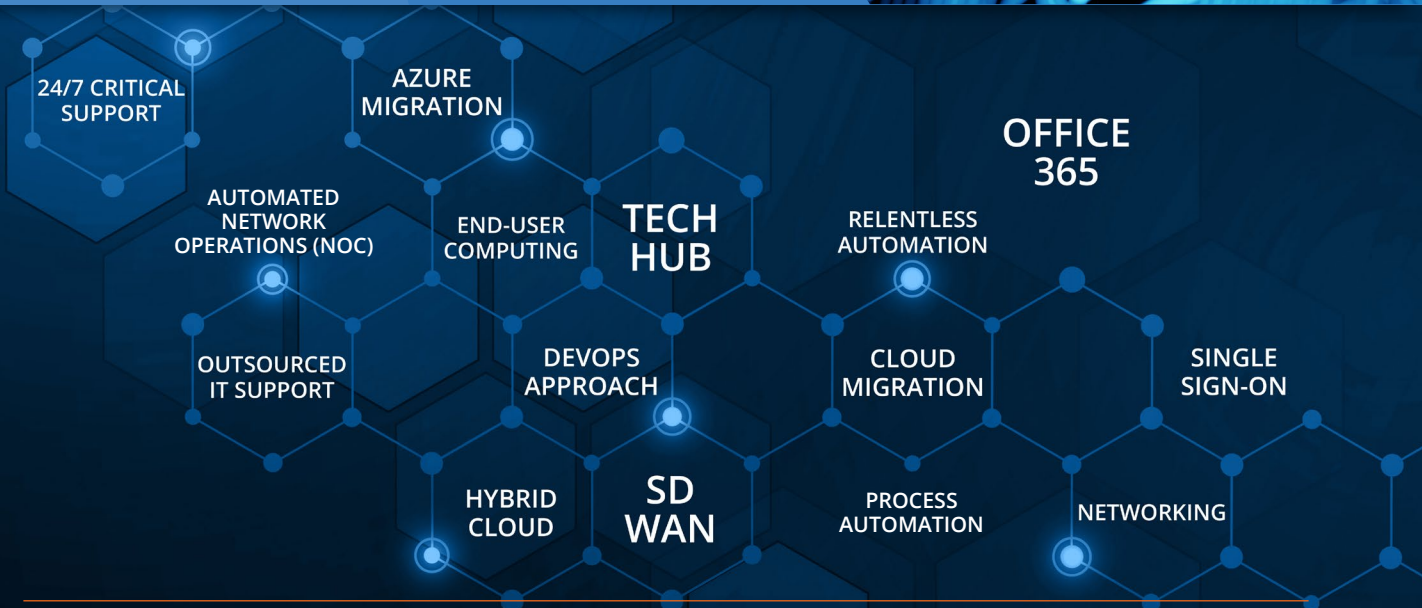
CHANGING THE GAME

Traditionally, IT operations involve highly manual processes so are resource-heavy and costly to scale up. We are breaking the mould by delivering automated IT services that deliver a new level of process efficiency and enable businesses to scale at pace.

Our innovative services deliver:

- IT strategies that have your business goals at the heart.
- Automated delivery of IT services to drive efficiency and reduce risk.
- Cutting-edge technology to transform operations.

We can revolutionise the way your business runs, making it more agile, productive and fit for the future.



SERVICE DESK & EUC SUPPORT SERVICES

Our first line and end-user support services are crafted to deliver comprehensive and responsive assistance, ensuring seamless IT operations for your organisation. With a focus on accessibility, expertise, and continuous improvement, we provide a robust support framework tailored to your specific needs.

24/7/365 IT Support Desk

We provide access to our remote IT support desk, 24/7/365, with our dedicated support team equipped to handle a wide range of IT issues, ensuring prompt resolution and minimal disruption to your operations.

ITSM Platform with AI Assistance

Our IT Service Management (ITSM) platform provides end users with AI assistance and self-help capabilities, empowering them to resolve common issues independently. This innovative platform enhances user experience by providing instant support and guidance, reducing downtime and improving productivity.

On-Site End User Computing Support

We deliver on-site end user computing support at client locations, ensuring that your staff receive personalised assistance and troubleshooting directly at their workstations. Our on-site support team is committed to resolving issues swiftly, enhancing user satisfaction and operational efficiency.

Infrastructure and Networking Support

Our engineering team provides remote infrastructure and networking support, backed by subject matter experts within the wider Spherica support team. This service ensures robust management and optimisation of your IT infrastructure, maintaining seamless connectivity and performance.

Service Management and Escalations

Our Service Management includes processes for managing escalations and driving continual improvement. We ensure that all support activities are aligned with best practices, enhancing service delivery and fostering ongoing development of IT capabilities.

On-Demand Engineering Support

For urgent needs, we provide on-demand engineering support, with same-day on-site assistance where required. Our responsive approach ensures critical issues are addressed promptly, maintaining business continuity and minimising impact.

Tech Bar Support

We introduce our Tech Bar support service for incident resolution at key client operational sites. The Tech Bar is designed to offer immediate, in-person assistance for resolving technical issues, ensuring swift and effective problem-solving. By providing expert support directly at client locations, we enhance user experience and operational efficiency, allowing staff to focus on their core responsibilities with minimal disruption.

ONBOARDING & TRANSITIONING TO SPHERICA SUPPORT

Our number one goal when transitioning to Spherica support is to ensure the IT service is stable, with no disruption to business operations or IT users. In the delivery phase (design, build and testing) our experienced transition team will build out the IT service to meet the specific requirements of our clients, including defining the support matrix, resource training plans and deployment of tools. During this phase, the transition team will also be tasked with introducing evolutionary enhancements to the service with the aim of ensuring “things that should just work”, do work.

Finally, the cutover and go-live phase of the project will ensure that all knowledge and best practices gathered in previous phases are applied to all activities, ensuring that the final transition from the current incumbent happens as seamlessly as possible.

OUR IMPLEMENTATION AND TRANSITION PLAN

The following table provides outline stages, milestones and deliverables. These can be delivered on-premise or remotely, dependant on the requirements.

Stage 1 DISCOVERY & PLANNING	Stage 2 DESIGN & BUILD	Stage 3 CUTOVER & GO-LIVE
• Key contact & site information gathered • Project Risks log created • Project Initiation Document (PID) signed off • Project Kick-Off workshop • Device build, software, hardware, cloud and infrastructure processes complete	• Service model established • Systems monitoring reviewed and in place • Automation platforms reviewed and tested • Knowledge articles created • Service testing complete	• Comms plan established • Knowledge transfer • Service goes live • Post go-live reviews • Service monitoring and reporting complete • Lessons learnt review complete • Service fully transitioned

SAFEGUARDING KNOWLEDGE TRANSFER

Spherica will continuously capture knowledge throughout the delivery and completion phases. Each member of the Spherica team will:

- Be responsible for obtaining information specific to their area
- Reach out to appropriate stakeholders to obtain information required to create and/or update existing knowledge
- Seek existing documentation and review whether it is still valid or requires updating
- Identify areas where knowledge is not available or does not exist
- Maintain a “Knowledge Log” to track the progress of the points above

OFFBOARDING PROCESSES

As part of the offboarding process a detailed exit plan will be provided, if required, to detail the steps that would be carried out to ensure the smooth transition of services if the contract with the customer comes to an end. We will help mitigate against any disruption to the service during the transition period.

All customer data will be deleted in line with best practice and as agreed with the customer.

We strive to work transparently and professionally at all times and make the interests of the customer and users the priority.

BACKUP, RESTORE, DISASTER RECOVERY & BUSINESS CONTINUITY

We offer a range of options for back up and disaster recovery and design our solutions to meet customers' needs on a case by case basis. A business continuity plan can be provided if required. This shall set out the arrangements to be invoked in the event of an actual or perceived threat to business continuity, to ensure continued operation and continuity of the services provided. In the unlikely event of a disaster scenario, we are able to quickly recover information assets, replace physical assets and continue to deliver our service with minimal disruption. Our teams are agile and fully prepared for remote working.

SERVICE LEVELS

Our incident response times will be defined with the customer depending on the criticality and severity of the systems and solutions being supported. The below table gives an example of typical response times.

PRIORITY CLASS	PRIORITY DEFINITION	HOURS OF SUPPORT	RESPONSE SLA	RESOLUTION SLA
P1	Supplier Service or underpinning service unusable across all sites; brand or revenue significantly impacted	24 x 7 x 365	15 mins	2 Hours
P2	Supplier Service or underpinning service functionality reduced on a single site; brand or revenue partially impacted	24 x 7 x 365	30 mins	4 Hours
P3	Supplier Service or underpinning service impacted in part of a site or single customer; brand or revenue not impacted	08:00-18:00 (Mon-Fri)	1 Hour	8 Hours
P4	No impact or cosmetic impact to Service functionality, performance, customers, brand or revenue	08:00-18:00 (Mon-Fri)	2 Hours	3 Business Days

Some SLAs will attract service credits if the target is missed. This will be pre-agreed with the customer.

SUPPORT TIMES

Our support service is tailored to customers' needs and is available 24x7x365.

Get In Touch

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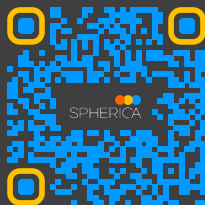
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explainer video.

