

Service 4:

Technical Support & Managed Services

Service Definition Document

G-Cloud15 Procurement Submission

1. SERVICE OVERVIEW

TestFyra provides comprehensive technical support and managed services for cloud infrastructure, applications, and IT systems. Our services include 24/7 help desk support, discovery assessments, proof-of-concept development, ongoing system maintenance, and managed operations for both cloud and on-premises environments.

What We Do: We act as an extension of your IT team, providing expert technical support, proactive system monitoring, problem resolution, and project delivery services. From answering user questions to managing complex cloud infrastructure, we ensure your technology systems run smoothly.

Who It's For: Government departments, NHS organisations, educational institutions, local authorities, police forces, and any public sector organisation requiring technical support, IT service desk, cloud management, or project delivery assistance.

Key Deliverables:

- 24/7 technical support and help desk services
- Discovery assessments and roadmap documents
- Proof-of-concept implementations
- Managed cloud and infrastructure operations
- Incident, problem, and change management
- Monthly service reports and recommendations

2. KEY FEATURES

2.1 Help Desk & Service Desk

- Multi-Channel Support: Phone, email, web portal, chat, Teams integration
- Ticket Management: JIRA Service Management for tracking and SLA compliance
- Knowledge Base: Self-service articles and FAQs
- Asset Management: CMDB integration for hardware and software tracking
- Service Catalog: Pre-approved service requests with automated workflows
- 24/7 Coverage: Round-the-clock support for critical systems

2.2 Discovery Assessments

- Current State Analysis: Infrastructure, applications, and process documentation
- Needs Assessment: Stakeholder interviews and requirements gathering
- Gap Analysis: Identify shortfalls between current state and desired outcomes
- Options Analysis: Evaluate technical solutions with cost-benefit analysis
- Roadmap Development: Phased implementation plan with timelines and costs
- Risk Assessment: Identify technical, operational, and project risks

3. KEY BENEFITS

Achieve Compliance

Regular audits, patch management, and documentation support compliance with Cyber Essentials, ISO 27001, and sector-specific regulations.

Scale Resources Flexibly

Easily scale support coverage up or down based on changing needs without hiring/firing challenges.

Gain Actionable Insights

Monthly reports provide data-driven recommendations for improvements and cost savings.

4. HOW THE SERVICE WORKS

Service Model 3: Proof of Concept

Week 8: Decision

- Present findings and recommendations
- Go/no-go decision for production deployment
- If go: Develop production deployment plan

