



TRANSFORMING BUSINESS
THROUGH **TECHNOLOGY**

G-Cloud

Service Description



Overview

Managed Service Desk 24x7x365 Uplift

Core has operated its own Managed Services Centre for over 10 years. Our team of skilled engineers help users and service owners to make sure their services run smoothly, are available to users and are kept up to date and secure.

Our standard service offering is UK business hours – Monday to Friday 8.30am – 6.00pm excluding Public Holidays. Customers consuming the standard service can raise tickets 24 hours a day, but the response, resolution and other Service Levels will only start from the beginning of the next service day.

For customers that need constant access to the service, for mission critical workloads, or to support users who are overseas and operating in a different time zone to the UK, we can offer additional service extensions to ensure that our resources are available when you need them to be.

To help control costs for customers, there are 2 options for adding 24x7x365 coverage to any Managed Service offered by Core;

Mission Critical Support

Core offer a 24x7x365 support offering for customers who have a service that is mission critical, but doesn't require direct user support via our Helpdesk.

This service will provide coverage for P1 incidents only. In the event of an issue detected by our monitoring services, or contact from the customers in house Service Desk via a dedicated out of hours number, our On Call engineering team will provide rapid response and resolution for in scope services.

This is our most financially efficient offering for customers, accessing a pool of existing 24x7x365 engineers.

Costs for Mission Critical 24x7x365 support start from £2,500 plus VAT per month.

24x7 Service Desk

For customers who need to support users 24x7x365, to support your business operations or users in overseas territories, Core can also provide full Service Desk coverage where users can access our Managed Service Centre at any time of the day or night.

This service is priced based on the customers individual volume and velocity requirements. Once these are understood, Core can provide a quotation to uplift the service with resources to meet your requirements.

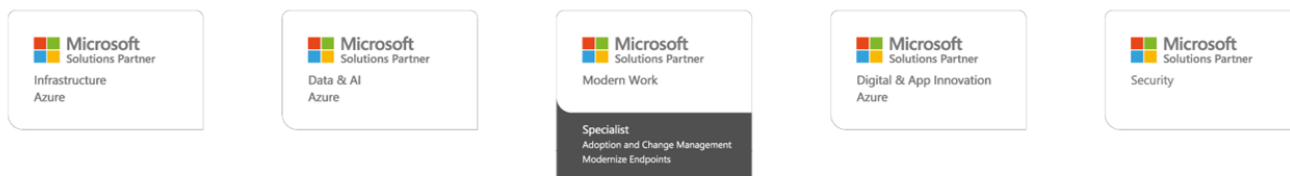
Out of Hours Project Delivery

Some projects require us to deploy services or make changes outside of normal business hours to minimise risk or disruption to users where a live service is involved. In these instances, Core's rate card contains multipliers for various out of hours professional services delivery. There are different uplifts for different time periods, which are detailed in our SFIA Rate card.

About Core

We have a long and distinguished record of supporting organisations with cloud first strategies, implementing successful, efficient, and safe migrations to the Cloud, driving value, productivity and security.

As a Microsoft Solutions Partner with more than three decades of experience delivering Microsoft solutions, we understand how to unleash potential and unlock value for our customers who have invested in Microsoft technology. We help improve the transition from E3 to E5 licensing, enabling enhanced security and mobility capabilities for our customers, without the need for third-party solutions.



Your organisation deserves reliable, trustworthy, and responsive expert IT support so you can focus on what you do best. With our 35-year history, your business is in capable and experienced hands. In 2001, Core deployed the first installation of SharePoint in the UK and have continued to deliver and support Microsoft products and solutions, leading businesses to superior levels of productivity, security, and growth. From the early operating systems and intranet solutions to the advanced productivity and security tools that organisations adopt to seek efficiencies, Microsoft solutions now touch tens of millions of lives daily; and Core helps to optimise solutions for your desired outcomes.

Core is a Microsoft Advanced Partner and has been delivering Microsoft solutions for nearly three decades; transforming, enabling, and securing our customers with the evolution of Microsoft business technologies across the UK. Our focused expertise and experience, along with our long-standing relationship with Microsoft, means that when our customers invest in world-class transformation products, they are delivered by our team of leading experts, and managed personally, with competence.



Customers

We put our customers first, taking responsibility for our actions.



One Core

We recruit, develop, and retain the best talent in a supportive environment to best serve our customers.



Responsiveness

We are flexible, approachable, and responsive to our customers' needs.



Expertise

We are professional and constantly strive to achieve excellence for our customers, peers, and partners.

Core works in a spirit of partnership. We find that this helps us achieve the best outcomes for our customers, which supports our target of building long term, positive and trusting relationships with our customers. This includes offering as much value as possible and finding new way to maximise on your investment. We are proud to be:

- Winner of CRN MSP of the Year 2023. 2023 and 2024 Best Company to Work For (sub £100m) – CRN
- Cyber Essentials Plus and ISO 27001 Certified.



WINNER
CSP of the Year

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Crown
Commercial
Service
Supplier