



European
electronics

Support and Managed Services

G-Cloud Service Definition

May 2018



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About European Electronique

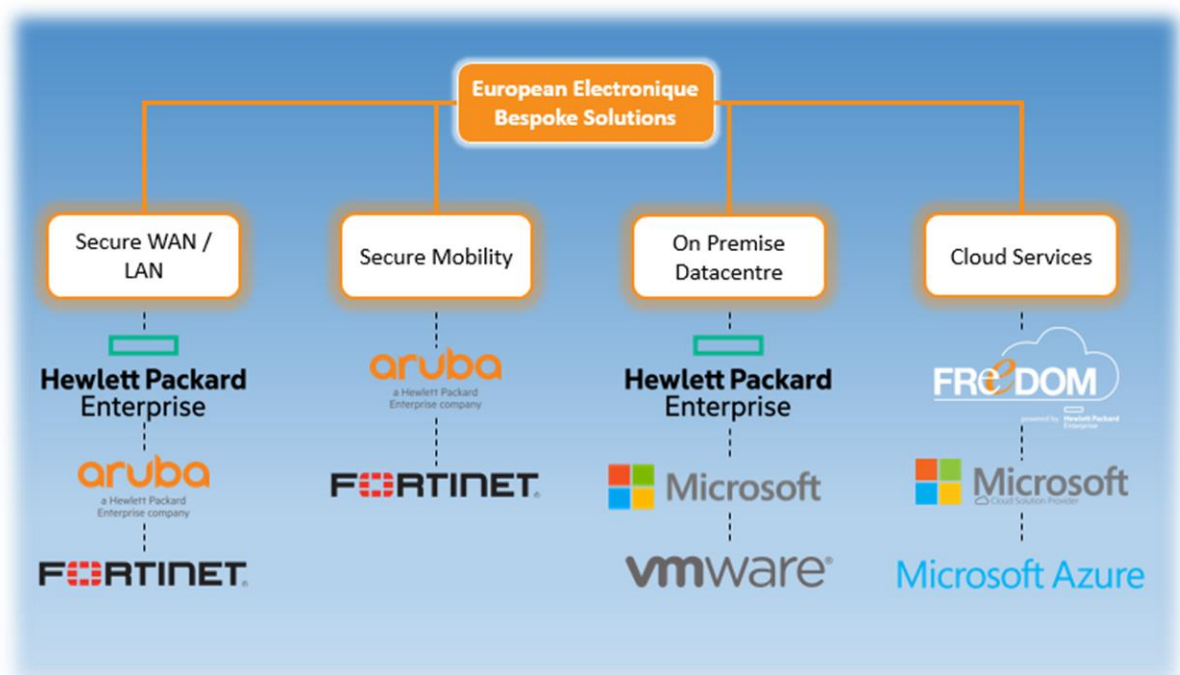
At European Electronique we believe that technology can make a difference. Working with our customers we always strive to realise the potential technology can bring and our success is measured by the impact and benefits our solutions deliver.

European Electronique is one of the UK's leading end-to-end technology solutions providers, with over 30 years' experience. We offer an extensive portfolio of products and professional services – everything from hardware and software through IT consultancy, network design and implementation to project management and outstanding service and support. Our 160-strong team of experts are on hand to provide advice and assistance. This gives our customers easy access to a complete range of integrated solutions through a single experienced IT partner.

Our innovative solutions are created in partnership with first class technology vendors and the vision of our customers provides the foundation on which we build. Our customer base spans both private and public sector and a dedicated account management team is assigned to each organisation.

Solution Provision

The wide ecosystem of services we provide coupled with our flexible approach means we can provide a holistic approach to an organisations requirements. With offices in both Eynsham (Head Office) and Manchester we are able to provide national coverage and have the scale to meet complex multi-site projects. Our core infrastructure solutions portfolio is made up as follows:



These four areas address a multitude of key infrastructure components and services. Furthermore, these key technology areas feature solutions from multiple vendors, allowing us to deliver vendor agnostic advice and solution design. Our wider solutions ecosystem encompasses all of the following:

- Compute & Storage
- Cloud & Datacentre
- Device & Mobility Solutions
- Audio Visual
- Managed Print
- Software Provision
- Network & Security
- Professional Services
- Communications & Collaboration
- Business Solutions
- Structured Cabling
- Managed Services

Overview

European Electronique is a specialist provider of support and managed service solutions to support your ICT infrastructure. We offer a wide range of services covering on premise, private and public cloud solutions. We can offer a comprehensive range of services from ad-hoc support and consultancy through to managed cloud solutions.

Features

- Cloud Migration Assurance Services
- Systems Monitoring
- Systems Recovery Services
- Managed Cloud & on-premise Backup Services
- Platform Monitoring
- Systems Updating and patching
- Service Desk Support
- Managed Infrastructure Support
- Dedicated technical resources
- Quality Assurance and Testing

Benefits

- Industry recognised specialist supplier
- Trusted Provider with Expertise in Local Government, Housing and Public Sector
- Project life cycle delivery and management
- Proven Enterprise Architecture Methodology to provide end to end services
- Design, Procurement, Implementation and Ongoing Support for an end to end solution
- ISO 27001 and Cyber Essentials Support
- ITIL accredited support processes
- Multiple support options
- One partner for all your cloud support needs

European Electronique support and managed services are ideal for organisations looking to either supplement their own in-house support teams or completely outsource support to a managed service provider.

Through consultation we can help you to identify the support services that your organisation needs and provide you with firm costing. European Electronique's approach means that organisations can select the services best suited for them, allowing a bespoke approach to be developed for each customer. European Electronique's service delivery can support organisations in driving business change and positively effecting the workforce and their productivity.

European Electronique has a significant amount of experience working alongside other service providers as well as internal support teams, ensuring you receive the service and assistance that you require.

Planning

European Electronique focuses on understanding the strategic and functional requirements and our planning service is specifically tailored to each organisation to ensure we deliver the right support service that meets specific needs. This means we can be quick and agile whilst supporting large scale multi-phase implementation projects. Projects are provided a dedicated project manager who is responsible for the project planning and delivery. Our projects are designed using

our Enterprise Architecture Methodology and delivered using Prince2 and Agile methodologies. We design and support comprehensive mobility solutions including devices and network infrastructure provision.

Training

European Electronique offers a range of change management training services, from third party plug-ins through to dedicated 'how to' videos and comprehensive training workshops. We have dedicated technical resources who specialise in providing training. One of our training managers will review and assess requirements and provide a comprehensive training plan in line with specific needs of the customer's users. We spare no effort to understand our customers' needs and deliver services to meet their requirements.

Setup and Migration

Setup and migration services are carried out by our technical services teams, who are experienced in the migration of support and managed services. We have a range of methodologies depending on the project and can assist, support and carry out all types of platform migrations. All projects are provided a dedicated project manager who is responsible for the project planning and delivery. Our project managers are qualified Prince2® and Agile practitioners, we design and support comprehensive solutions.

Quality Assurance

European Electronique (EE) has an extensive Quality Management System (QMS). Quality, Performance, Service, Waste Reduction and Safety are the core high level Key performance indicators for our QMS. EE's QMS is underpinned by our ISO27001, ISO9001 and ISO14001 and their scopes include all EE cloud services.

EE offers a completely customisable cloud service allowing our customers to build the right solution for their specific requirement. This includes SaaS, PaaS and IaaS. Each solution we provide and deliver have specific discovery, definition and deployment processes. Customers will be assigned a technical account manager who will take ownership of the onboarding process.

EE has a bespoke Detailed Design Process (DDP). Managed by PRINCE2/Agile accredited Project Managers (PM) EE will assess legacy systems, analyse the current health of the network and any gaps/issues, identifying any possible improvements. The result of this is a comprehensive DDP document signed off by all key stakeholders.

The PM will use the DDP to create a plan with key success criteria and target dates. The plan includes risk analysis and mitigation plans, transition plan including facilitation of change, integrating with operational, development and project teams and training needs analysis for internal and external users

Support Services

European Electronique (EE) provide a wide range of hardware and software support services using our own internal support team. EE employs over 100 staff for technical service and support operations. This includes 25 engineers in our Network Operating Centre (NOC) in northern Oxfordshire. In addition to the specific technical training and associated knowledge, all EE service engineers are ITIL accredited. The NOC is run using ITIL and ITSM management methodologies.

The NOC contains 8 first line assistants, 10 second line engineers and 7 third line engineers. The NOC engineers are all trained to a set level so all engineers can cover essential basic tasks. That said we do have several highly skilled specialists within the team. This includes infrastructure specialists (Aruba, Cisco, Juniper, Fortinet, Palo Alto, Dell, HPE, Lenovo

accredited), system specialists (Microsoft, VMware, Open Stack, Citrix accredited) and software specialists (Microsoft, Chef, Puppet).

All customers are provided with a specific first line contact who takes ownership of all calls logged and ensures that the customer is kept up to date with all call progress. Depending on the contract purchased customers can access the NOC Monday to Friday 9:00-18:00 (standard), Monday to Friday 6:00-22:00, Saturdays 9:00-17:00, Sundays 10:00-16:00 (enhanced) or 24/7/365 (Premium).

Rate Card

Standard Rate Card

	Strategy & architecture	Business change	Solution development & implementation	Service management	Procurement & management support	Client interface
1. Follow	£750	£750	£750	£750	£750	£750
2. Assist	£750	£750	£750	£750	£750	£750
3. Apply	£750	£750	£750	£750	£750	£750
4. Enable	£750	£750	£750	£750	£750	£750
5. Ensure/Advise	£750	£750	£750	£750	£750	£750
6. Initiate/Influence	£900	£750	£900	£750	£750	£750
7. Set Strategy/Inspire	£1050	£850	£950	£950	£850	£850

Consultancy Services Scope

Consultant's Working Day – 8 hours exclusive of travel and lunch.

Working Week – Monday to Friday excluding national holidays

Office Hours - 09:00 – 18:00 Monday to Friday

Extended office Hours (additional service cost) – 06:00 – 22:00 Monday to Friday, Saturday 09:00 to 17:00, Sunday 10:00 to 16:00

Travel and Subsistence – Included in day rate within M25. Payable at department's standard T&S rates outside M25.

Mileage – As above

Professional Indemnity Insurance – included in day rate.

Sky's the limit

We deliver integrated IT solutions that connect people with technology



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