



# **G-Cloud 15 Service Description**

## **Microsoft and Enterprise Flexi-Care Support**



## Table of Contents

|           |                                  |          |
|-----------|----------------------------------|----------|
| <b>1.</b> | <b>SERVICE DESK – FLEXI-CARE</b> | <b>2</b> |
| 1.1.      | TECHNICAL RANGE OF ABILITY       | 2        |
| <b>2.</b> | <b>WHY CLOUD21</b>               | <b>3</b> |
| <b>3.</b> | <b>PRICING</b>                   | <b>3</b> |

## 1. Service Desk – Flexi-Care

Supporting over a hundred NHS organisations, our Service Desk delivers in excess of 5,000 hours a year, supporting customers across our full portfolio of products and technologies.

**Flexi-Care**  
**Tailored Support**

Our Flexi-Care tailored support service offers Cloud21 customers a fully customisable Service Level Agreement (SLA) driven support service, delivered via our dedicated HSCN connection.

The Flexi-Care tailored support service can incorporate any combination of the following:

**Core Subscription:** With immediate signup available, this fully flexible subscription provides our customers with direct access to our Technical Engineering team. Our clients frequently turn to us to provide additional support and expertise that compliments their local technical teams.

**Cloud21 Product Support:** Our software products are covered by an unlimited Flexi-Care Product service ensuring you can always receive help on getting the most from our suite of software.

**Call-Off Consultancy:** Call-Off Consultancy offers Cloud21 Flexi-Care customers the ability to purchase and reserve additional 'banked' funds, suitable when planned specialist consultancy resources are required on short notice at a later date.

**Night-Care:** Our Night-Care service provides out-of-hours fixed cost incident management and recovery support to ensure business continuity, particularly in the event of critical system failure. When combined with Flexi-Care Support, the addition of Night-Care provides customers with technical support cover 24 hours a day, 7 days a week.

Providing collation of inventory, configuration and usage data, as well as identifying opportunities to implement technology best practice and optimise configuration and performance, this service is also regarded as an invaluable asset in mitigating risk and providing suggestions for future improvements.

### 1.1. Technical Range of Ability

Our broad technical expertise cover, but are not limited to, the following Technology areas:

#### Microsoft Operating Systems

- Windows Server (including all Windows Roles and Features)
- Windows Client (all OS versions supported by Microsoft)

#### Microsoft Server Applications

- Active Directory
- Exchange Server
- SQL Server
- Microsoft Endpoint Configuration Manager (MECM) / System Centre
- Configuration Manager (SCCM)

#### TESTIMONIAL

*"The approach, knowledge, expertise and sense of urgency to problem solving ensures that the Trust successfully service a stable and effective IT platform for its users. Reassuringly, the Service Desk has consistently delivered incident resolution within its published SLA's throughout our support partnership."*

**Head of IT Services**  
East Lancashire Hospitals NHS Trust

- System Centre Operations Manager (SCOM)
- Remote Desktop Services (RDS)
- SharePoint
- Microsoft Clustering
- Internet Information Service (IIS)
- Windows Software Update Service (WSUS)
- App-V Application Virtualisation
- Always on VPN
- MBAM / BitLocker Device Encryption
- Online Services
- Microsoft 365 (Office 365)

#### VMware

- vSphere
- vCentre
- (Horizon) View
- vCenter Operations Manager

#### Cyber Security

- Expert Opinions: Receive professional insights on any cyber alerts from Microsoft Defender or other anti-virus and enhanced detection systems.
- Malware Assistance: Support with ongoing malware incidents and investigations.
- NHS Cyber Alert Reporting: Benefit from our assistance with NHS Cyber Alert (formerly CareCERT) reporting and remediation.
- Our CISSP and PriCSP qualified engineers are available to advise on improving your security posture.

#### Reporting

Cloud21 can provide regular reports on the issues logged by our Service desk. A monthly billing summary with issues logged is provided to contract stakeholders.

## 2. Why Cloud21

- **Independent and vendor-neutral** - advice focused solely on your requirements
- **Healthcare specialists** - extensive experience with NHS digital maturity frameworks and standards
- **Proven delivery** - supporting 200+ NHS trusts and public sector organisations
- **Quality assured** - ISO27001, ISO9001, ISO20000-1 and Cyber Essentials Plus accredited
- **Cost-effective** - identifying savings through contract optimization and licensing compliance

## 3. Pricing

We offer pricing that is engagement dependant, please do contact us to discuss but also please see our published rate card.