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AN OVERVIEW OF TOTAL SUPPORT



We've run a busy helpdesk for over 25 years so we've got a pretty good idea of what our customers want and what they don't; very simply they don't like surprises!

They need us to understand which "bits" of their network are important to their business, and then make sure we keep them available for use.

They also quite rightly want value and control of their finances, and avoid the headache of fluctuating and unintelligible monthly bills.

Like our customers we don't like surprises either, so our support services are underpinned by a unique and comprehensive monitoring and management system.

We've learnt a few lessons over the years and know what a reliable network should consist of. We've set some modest minimum standards so that our relationships start off on the right footing.

We follow ITIL prescribed best practices in call logging and resolution; we are strict with ourselves to make sure you get the same level of service each and every time.

FMI's Total Support service provides your business with all the knowledge, skills and experience of having an IT department, without the cost of employing one.

FEATURES OF TOTAL SUPPORT

- Unique Service reporting
- 24*7 Support as standard
- Simple fixed price cost structure – www.fmi.co.uk/supportcalculator
- Access to straight talking technical specialists
- Anytime access to your FMI dashboard
- Strategic advice based on real business specific information
- Dedicated Account Management and Technical Contact

WHAT IS TOTAL SUPPORT?

Total Support is a service that has been developed specifically for small to medium sized organizations to help them get to grips with their IT infrastructure.

In a nutshell it delivers all the knowledge, skills and experience of an IT department without actually having to employ them. More than that it gives you access to that Virtual IT Department 24 hours a day; there are no holidays or sick days for this IT Manager!

You have an IT person or department? That's not a barrier - We don't just administer networks, we have extensive experience of upgrading, migrating, troubleshooting, optimizing and polishing all manner of systems – so we're fully prepared for those times when the problems are not solved by the textbook answer.

WHAT DO YOU COVER?

FMI provide five categories of support to a customer. You can subscribe to any combination of these services to provide the precise coverage you require.

Server covers the infrastructure that runs your network; the servers, storage and network equipment

Workstation covers the laptops and desktops that run your business, whether in the office or at home, as well as the printers, scanners and fax machines that you need to get the job done.

Email Anyone who has owned an Exchange server knows that the administration is a considerable additional task on top of the normal Server work.

Telephony We provide support for the phone system that runs your business. Our preferred systems are Mitel, IP Office or Splice.com.

Internet This service covers the broadband connections from your office to the internet, your firewalls and security devices that protect your browsing and any office-to-office links

WHAT SUPPORT MEANS

Supporting a service can mean different things to different people. We take it simply to mean “maintaining business as usual” - we will keep the system working as it is now.

Support does not mean that we will upgrade or improve the service; see Change for a description of how we handle changes to a system.

To maintain the system, we undertake reactive and proactive work as follows;

PROACTIVE SUPPORT

Monitoring - We use the Microsoft System Centre suite as the core of our monitoring. This allows us to pull data in from an amazing array of sources and collate it into meaningful structures. This allows us to log and respond to alert conditions; to categorise how urgent an issue is; to produce historic reporting of availability, capacity and performance.

Patching - For certain services, such as the Server and Internet services, we include an allowance for patching, where we apply the latest updates from the manufacturer to keep the systems up to date.

Testing - We schedule regular tests of the services, either using automated testing tools or manually applying the test.

REACTIVE SUPPORT

Business Hours Support - The core of our reactive support is our manned support desk. This is operated by technical professionals based in London – no call centres, no scripts. Your call is answered by a technician who can start work on your issue immediately, from Monday to Friday 8am to 6pm.

Online self-service Support - Many services allow you access directly to the provisioning tools that our staff use internally to administer your systems, so you can carry out routine tasks such as password resets and account management yourself if you prefer.

Out of Hours Support - Business-critical issues under the Servers support service can be reported to us outside of business hours by calling the same number. The out-of-hours helpdesk service will locate an on-call engineer who will respond within one hour.

CHANGES

Sounds good so far, but what about these changes?

The Support Service offers a fixed price to maintain the system as it is. However, there are many reasons why you need to make changes – changes in the circumstances of the company or new projects. These changes can range from short, simple work to highly complex and lengthy projects – FMI is experienced at helping see it through.

STANDARD CHANGES

Standard Changes - We categorise certain changes, where we can predict the work to be done, as “Standard Changes”. These are items like “New employee joins company” “Employee leaves company” “Replace or upgrade an employees workstation” “Upgrade disk space in server” “Install backup broadband circuit”. Each of these is done by following a fixed format of work, and has a fixed charge, so you can understand how much it will cost you to control your business.

NON STANDARD CHANGES

Non Standard Changes - Any change that isn't covered under the Standard Changes will need to be handled as a discreet project. This means that we will work closely with you to identify your requirements, find a cost-effective solution and implement it quickly and reliably.

OTHER SUPPORT TEAMS

Third Parties - Often the hardest part of dealing with support teams is buck-passing attitude “oh you need to speak to your ISP about that”.

We have a core set of skills and services we cover under the support services; but we accept calls on non-core subjects as well, and will co-ordinate with any number of third-party organisations to find a resolution. For instance, if you have Sage software, we would expect you to have support from a Sage supplier. However, if you find you cannot print from Sage, you can log the call with FMI; we will identify whether the problem is to do with our systems or the Sage, and will liaise with your Sage maintainer to find a fix.

WHAT ARE THESE MINIMUM STANDARDS?

We have put together a list of things that you should have; it's not over the top, more a common sense list of things that a network needs to adequately provide services to its users.

For example you will have a firewall; no-one really gets excited buying one, but they are an essential part of securing your information.

Ask our sales team for the full list, or download from www.fmi.co.uk/totalsupport

WHAT HAPPENS NOW

Before we can support you we will need to gain a basic understanding of your network and we will also need to arrange remote access to your systems, so that when something does go wrong we are in a position to act as quickly as possible.

We need to cross check you with our minimum standards and highlight any remedial work that we would suggest prior to kick off.

WHAT ELSE

We can also combine our Total Support plan with our "For Granted" portfolio of Managed Services, to give our customers the flexibility that only hybrid solutions can, whilst further reducing the cost and likelihood of surprise.

If email or backup are a technical or financial pain, we can make that go away!

For more information talk to our Account Management Team on: 020 7758 0800