



Maintel Support Services

Supporting your business-critical communications infrastructure, around the clock

Ensuring your ICT infrastructure delivers

Talking to customers and helping ensure they are optimising their Information Communications Technology (ICT) investments is at the core of what we do. So we understand just how important it is that the services, systems, connectivity and devices that underpin business critical ICT solutions are always performing at their best.

Managing change, incorporating feedback, accurate reporting, 24/7 monitoring, platform reliability, governance and compliance are all challenges organisations face when supporting their ICT infrastructure and services. The smoother the end-user experience, invariably the more complex the integration, operation, monitoring and support are behind the scenes. And with end-users demanding a secure, seamless user experience across locations and devices at all times, operational support services have never been more critical.

That's why we've developed a range of services to address all of your ICT support needs.

Maintel Support Services address these challenges with a rich matrix of service components that can be tailored to meet your unique requirements – and that evolve as your business needs change.

Our comprehensive support packages ensure your technology is supervised by qualified staff, in accordance with the original manufacturer's guidelines and industry standard incident and problem management processes drawn from ITIL.

But we also understand the importance of access to real people. That's why if at any stage in an incident's investigation you want to talk to one of our specialists, all you have to do is ask.

A unique approach

We know our customers – and, in turn, their customers – have increasingly high demands of ICT infrastructure, services and end-user devices. We also know that keeping the lights on is no easy feat.

We often see our customers seek support from providers working with similar businesses, who can provide genuine, value-driven benefits like facilitating access to expertise and tools beyond the reach of most internal support functions.

Maintel Support Services build on our best-in-class expertise in consulting, designing and deploying advanced unified communications platforms for our customers. These often encompass a range of supporting technologies such as contact centre, fixed and mobile connectivity, wide and local area networking and device deployment and security. This leaves us perfectly placed to support even the most complex technology environments and configurations.

We work with you to design a support services package that helps maximise performance and return on your technology investment. We'll help decide how critical each technology and service is, before tailoring monitoring, performance supervision, response and restore targets accordingly, aligning business needs to commercial returns.

We can also include advanced monitoring and reporting, where in addition to automatically logged errors we'll also provide trend data, enabling you to act on issues before they impact productivity.

The flexibility your business requires

Maintel's industry-leading support services are bolstered by a Network Operations Centre (NOC) and aligned Security Operations Centre (SOC).

Staffed by highly-skilled, multi-disciplined technicians organised in small teams, our centres employ industry-leading service management platforms and advanced monitoring and diagnostic tools to ensure the right people are working on the right issues, at the right time.

Our agile, collaborative approach means we can respond to issues extending across multiple platforms and services proactively and effectively. While the vast majority of reported issues are dealt with remotely via our NOC, but with technicians based throughout the UK we can also visit your premises when necessary.

Our services are designed and delivered in line with ITIL processes around incident management change management, configuration management and release management to ensure your technology is properly supported at all times.

Key support features Tailored to your needs

Incident management – restores service as quickly as possible using established diagnostic and logical problem finding processes before applying a resolution or work around.

Problem management – ensures incidents are managed in the most effective manner, and to a common standard, by developing problem identification, recording and avoidance strategies. Also includes measures to ensure incident rates are reduced in the long-term, including knowledge base build.

Change management – ensures that any alterations to a solution are impact assessed, recorded and signed off with the appropriate level of authorisation.

Configuration management – ensures that agreed 'standard' configurations for individual technologies and business requirements are used with no unauthorised variation.

Release management – enables the appropriate pre-testing and controlled deployment of new or updated hardware or software components, and amendments to standard configurations.

Our services are designed and delivered in line with ITIL processes around incident management, change management, configuration management and release management to ensure your technology is properly supported at all times. Our four support packages offer:

- Defined reactive and semi pro-active technology and application support level
- Defined hours of cover
- Defined response and restore times.

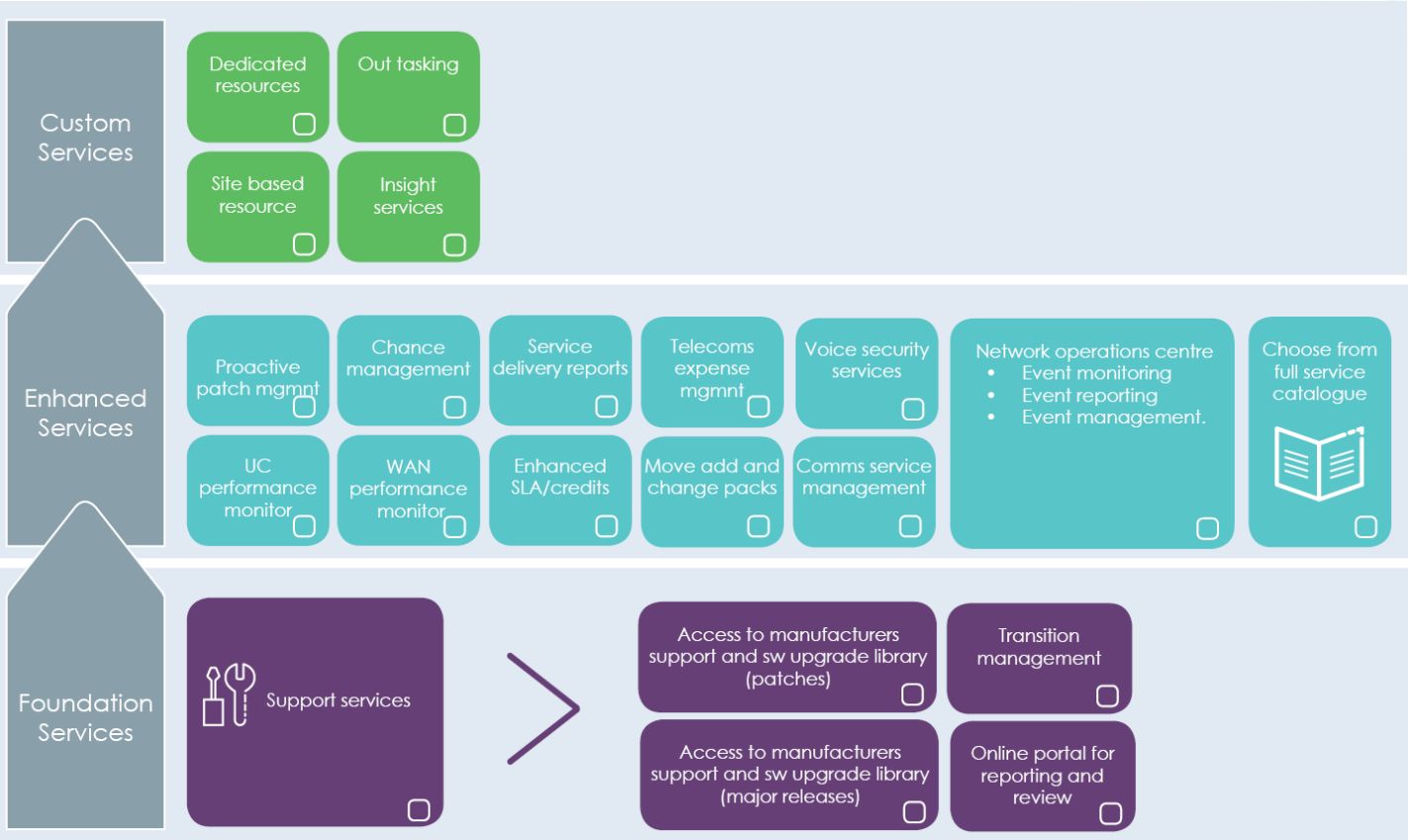
From these fundamentals we build a bespoke solution that incorporates a number of enhanced services based on the areas of support you require.

In other words, we build your support solution around you. With services capabilities extending across the enterprise and beyond, customers of all sizes can select as much or little support needed to provide the assurance required.

**Note: access to software patches or upgrades at Foundation Level means we have paid the manufacturer to obtain these on your behalf. It doesn't mean we have included the provision of these within the service fee, as the provision of these patches will be subject to separate change and release management processes in line with ITIL practice.*

Application of patches and software upgrades are available at Enhanced Level. Access to software upgrades may not include right of use licenses to new functionalities, or any additional hardware necessary to utilise new functionalities.

Support services	Base	Standard	Enhanced	Premium	Service delivery
Service desk cover	24/7	24/7	24/7	24/7	Incident management <input checked="" type="checkbox"/>
Coverage period	8-18 MF	8-18 MF	24/7	24/7	Problem management <input checked="" type="checkbox"/>
Initial response	60 min	30 min	60 min	30 min	Technical support <input checked="" type="checkbox"/>
Return to service – cat 1	NBD	4 hours	8 hours	4 hours	Escalation management <input checked="" type="checkbox"/>
					Hardware replacement <input checked="" type="checkbox"/>
					Vendor management <input checked="" type="checkbox"/>





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