



## The Essential Solution

The **Essential Solution** from BCC Group provides a level of service cover typically considered as the minimum required for the small to medium sized business.

Ideal for non-business critical systems where temporary loss of availability will not seriously impact the business, the Essential Service will provide you with peace of mind in the knowledge that your IT infrastructure is in safe hands. The service requires a modicum of customers own IT expertise to undertake back-ups, add users, etc.

### **Availability :**

Weekdays 9.00 a.m. until 5.00 p.m.  
(Excluding Bank Holidays)

### **Responsiveness :**

The guaranteed response time to all support calls is **4 hours**. This means that your call will be logged and allocated to a service consultant within four hours of your call. Within that time frame our consultant will diagnose the problem and agree a course of action with you to rectify the problem.

### **Proactivity :**

The Essential Service does not include any proactive measures regarding system monitoring or change management.

### **Scope of Support :**

#### Baseline

- Initial review and audit of both application and infrastructure requirements and status.
- Production and delivery of full operational audit documentation, a key investment for the future and the basis of our ongoing support.
- Support and maintenance to mutually agreed service levels and budgets.
- Monthly monitoring of system up-time, device and error log checking.
- Provision of a secure, remote method of system access to enable a rapid diagnosis of a support issue.
- On-line issue logging and tracking is made available to key users of each customer, providing an openness of information to all parties.
- Safeguarding the security of your information is essential, as such we are able to recommend, install and configure suitable and effective security solutions across your infrastructure.
- Checklists, reports and action plans to ensure you are kept fully informed and provide the basis for proactive response planning.
- Our on-line issue logging system allows each user to see the current status of any issue they raise.



**Options Available with this Service :**

- 3<sup>rd</sup> Party maintenance contract management & coordination.
- Capacity planning.
- Performance tuning.
- Operational management.
- Disaster Recovery – full service planning and execution.
- Extended hours cover.
- Faster response cover.
- Supplementary system health-checks.
- Maintainable security copies of key systems – Ghosting.