



The Premium Solution

The **Premium Solution** from BCC Group provides a level of service cover typically considered as the minimum required for the small to medium sized business. However in addition, the Premium Service provides extended cover and a faster response time for business critical systems where problems need to be resolved as quickly as possible and where multiple Vendors are involved, BCC Group takes on the management role.

Availability :

Weekdays 8.00 a.m. until 6.00 p.m. (Excluding Bank Holidays)

Responsiveness :

The guaranteed response time to all support calls is **2 hours**. This means that your call will be logged and allocated to a service consultant within two 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 Premium 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.
- Server administration.
- Weekly monitoring of system up-time, device and error log checking.
- Support and maintenance to mutually agreed service levels and budgets.
- Provision of a secure, remote method of system access to enable a rapid diagnosis of a support issue.
- Maintainable security copies of key systems, to enable both a fast and consistent rebuild in the event of a system failure.
- 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 :

- 3rd Party maintenance contract management & coordination.
- Capacity planning and performance tuning.



- Operational management.
- Disaster Recovery – full service planning & execution.
- Extended hours cover.
- Faster response cover.
- Supplementary system health-checks.
- Maintainable security copies of key systems – Ghosting.