

Integrated Support Services

We call it **OneTouch**; our Customers call it **Peace of Mind**

The OneTouch service from Knowledge I.T. offers a range of standardised and bespoke services that can be used to create a comprehensive support package to suit your organisation. OneTouch Services are designed to meet stringent SLA standards which support your mission critical business applications. OneTouch has three delivery options:



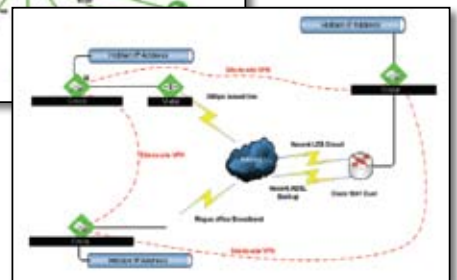
Core infrastructure analysis



Reporting module



Network diagrams



Infrastructure availability

OneTouch ProActive

OneTouch ProActive delivers our standard service and support package that includes:

- Unlimited Support Calls to our Technical Service Desk
- Enhanced Hardware Maintenance for your key Business Systems
- Break / Fix Maintenance for non-critical Hardware
- Operating System & Applications Software Support
- Full Vendor Support & Escalation
- Remote Technical Support
- On-site Engineer Escalation for Complex Support Incidents
- ICMP Monitoring & Alerting of Key Hardware
- Annual Service Improvement Review
- Dedicated Service Account Manager

OneTouch Preference

Delivers all of the support functionality of the OneTouch ProActive service with the additional benefits of:

- Dedicated On-site Management Server
- Delivers Advanced Network Monitoring & Reporting Services
- Pro Active Patch Management for Servers & Key Equipment
- Backup Service Monitoring
- Network Infrastructure Schematics
- Critical On-Site Engineering Support
- Bi-Annual Service Improvement Review

“The Newcastle upon Tyne Hospitals NHS Foundation Trust has a world-class reputation for delivering high quality patient care and clinical outcomes. It is essential that our I.T. systems are available 24 hours a day, 365 days a year. We selected Knowledge I.T. based on their reputation for guaranteed service delivery, engineering expertise and a proven track record of quality service provision.” Bob Beckworth – Data and Telecommunications Network Manager NUTH





Performance diagnostic



Utilisation reporting

OneTouch Choices

OneTouch Choices allows customers to select individual support options and create a tailored package to suit their business requirements. Customers can select from a number of additional services, such as:

- Dedicated onsite Management Server
- Remote Management DSL Line
- OneTouch Data Highway Backup Solution
- Advanced Application Monitoring using latest Microsoft System Centre Technologies
- Advanced Capacity Analysis & Reporting
- WAN / LAN Traffic Flow Analysis using Netflow technology
- Voice over IP Monitoring

Quality Assurance

OneTouch services provided by Knowledge IT are certified by the British Standards Institute to ISO 9001 Quality Management standards and ISO 27001 for Information Security. OneTouch delivers superior levels of service, management and security so you can rest assured that the support of your mission critical business systems are in the safest of hands.

Professional Industry Accredited Service Standards

It's important to know that your support provider has the same level of commitment to quality that you do. That's why we only employ industry accredited technology professionals who have the ability, expertise and experience to work to our ITIL best practice service management standards. Our Total Quality Management commitment to the entire support infrastructure ensures that customers get the support they need first time –every time.

Over 25 year's industry experience

Our highly skilled maintenance and technical support teams are available 24x7x365 to respond to your hardware failures, our expert teams can deal with the resolution of the hardware failure through to the rebuild of the operating system and the restore of backups.

Our engineers have access to locally held spares and technical support ensuring that your down time is kept to a minimum and our specialist teams are on hand to ensure your systems are quickly returned to normal with escalation to the major vendors such as Microsoft and Cisco if required. High level technical support is delivered remotely or on site if the task cannot be dealt with by telephone.

Service	Description	OneTouch Proactive	OneTouch Preference	OneTouch Choices
Support Calls		Unlimited	Unlimited	Unlimited
Hardware Maintenance				
Break Fix	Repair Service for hardware failures	x	x	x
Servers	Guaranteed server repair or replacement	x	x	x
Network Devices	Guaranteed device repair or replacement	x	x	x
Loan Equipment	Loan equipment provided where repairs cannot be carried out on-site	x	x	x
Desktop	Desktop repair service		x	x
Engineer Work Through	On-site attendance through to restoration of service		x	x
Operating System & Data Restore	We will recover Server and Desktops with relevant OS			x
Software Support				
Service Desk	Direct access to Technical Service Desk	x	x	x
Remote Technical Support	Support for Remote Access with Secure VPN Technologies	x	x	x
Engineering Days	Remote Support backed by onsite engineering for Service Requests	6	12	On Request
End User Support	Direct Support to the end User		x	x
Critical Onsite Support	On-site recovery included		x	x
Remote Management Services				
ICMP Monitoring & Reporting	Remote monitoring of critical network equipment	x	x	x
Alerting & Escalation	Automatic alerting to Support teams for immediate response with full escalation	x	x	x
SNMP / WMI Monitoring & Reporting	Enhanced monitoring service to report usage and capacity		x	x
Network Infrastructure Report	Engineers will document the network and maintain throughout the life of the contract		x	x
Backup Monitoring	Backup event logging service		x	x
Patch Management	Management of Windows SUS Services to all relevant site equipment		x	x
Trend Anti Virus Management	Latest threats are monitored direct from Trend and patch management takes place to all compatible network devices		x	x
Dedicated Management Server*	Dedicated on-site monitoring equipment			x
Dedicated Management DSL Link*	Dedicated DSL link to monitor and manage remote systems			x
Audit & Security Management				x
Application Management				x
Capacity & Performance Management				x
Advanced NetFlow Monitoring				x
Service Delivery	Align, Improve & Reduce Costs through efficient Service Account Management	x	x	x
Service Improvement Planning	Ongoing service delivery monitoring and planning	x	x	x
Regular Service Review	Regular service reviews on contract performance to ensure alignment with business objectives	Annual	Bi-Annual	On Request

See how One Touch Support Services can benefit your organisation by calling Knowledge today on: **0845 142 0021**

KNOWLEDGE I.T



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