

Works

Total IT Outsourcing Solution

The outsourcing of IT has become recognised as an alternative business model for reducing costs and improving business delivery. IT is one of the most significant investments your business will make. Here at Quiss Technology we recognise that commitment. To maximise your return on investment, we offer three alternative outsourcing models, **WORKS PREMIUM**, **WORKS PLUS** and **WORKS FLEX**.

WORKS is our total IT outsourcing solution which specifically addresses the issues prevalent in today's commercial marketplace. This includes a full or partial upgrade to your current infrastructure. For businesses that already have an appropriate infrastructure and desktop environment in place, we provide **WORKS PLUS** which is the services only element of the **WORKS** solution. The latest addition to our **WORKS** range of products is **WORKS FLEX**, which is a flexible solution, allowing clients to select the options needed.

These solutions have been designed to assist businesses who do not have access to the appropriate resources either internally or externally and they can also offer the option of substituting an in-house function with an outsourced one. **WORKS** covers all levels of support and can incorporate numeric changes in the business size and locations within the UK.

Delivering value with WORKS

Reliability	Professionally designed and resilient network infrastructure with is proactively managed
Guaranteed Service level	Service level agreements for problem management
Compliance	Security and integrity is monitored and maintained
Designated relationship manager	Proactive account management throughout the contract
User training	Training tailored to meet the specific needs of the business and its users

Features of the Works Solution

Management and Administration

- Dedicated account manager available throughout the contract with regular progress meetings
- Network status reports presented on a quarterly basis detailing the general status of the network
- Documented call statistics and trends presented on a quarterly basis listing and categorising all calls made to the Helpdesk allowing problem areas to be addressed
- Daily network housekeeping including disk space, backup, database, virus checks and remote alert monitoring
- Comprehensive Asset Management ensures stock, insurance and conformity issues are addressed
- Third Party supplier management

Hardware and software support

- Desktop support available to the user during normal hours with 4 hour fix times
- Server support available 24 hours per day 365 days of the year once again with 4 hour fix times
- Service provided on-site anywhere in the UK and with remote assistance
- Includes all desktop computers, laptops, printers and active networking equipment
- Upgrades, system repairs, patches etc are all performed out of normal working hours by fully qualified personnel
- Business specific application support
- Home visits to remote users to configure remote access

Disaster recovery plan

- Full recovery of systems documented and tested during the course of the contract
- Monthly test restores from tapes sent offsite
- Daily access by us to your servers to ensure backup procedures are fully functional with status reports provided

Training

- Training carried out at your premises by our accredited trainers
- Trainer days allocated for the duration of your contract
- Training needs analysis carried out with management and users
- Induction training for all new starters
- Flexible tailored training programme to suit your needs
- Consistent delivery in training methodology
- Regular training review

Helpdesk support

- Available for all issues including first line support for critical business applications
- Reporting procedure in place to monitor all levels of calls and provide feedback in terms of user and system analysis reports.
- Direct access for all staff within the business
- Active call management through to resolution
- Dedicated helpdesk contact

Consultancy

- Unlimited access to a wide range of expertise covering all areas of technology
- Assistance in selection of new products or services
- Strategic IT advice with planned mergers, acquisitions or changes to your business
- Project management as required

Service Level Agreements

Service Level Agreements for problem management are an essential part of our contracts providing response times, fix times and up-time availability, which in turn guarantee consistent performance levels.

Where we are responsible for the installation of a new infrastructure the SLA will include financial penalties should performance targets not be achieved.

(see overleaf for details)

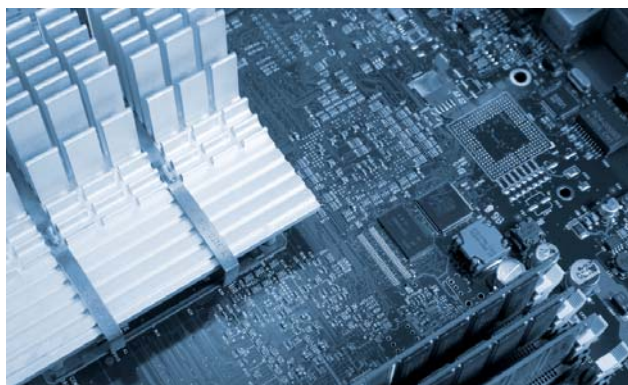


Service Levels: Problem Management

Problem Type	Response Mechanism	Solution	Response/Repair Time
Network failure. Network unusable. Hardware or software failure	Telephone Remote Access On site engineer	Restore network functionality	4 working hour repair
Non crucial system/network problem requiring system downtime to resolve	Remote access On site engineer	Restore full network functionality	Schedule for out of hours response/ repair within seven business days
User down	Remote access On site engineer	Restore user functionality	4 working hour repair
Hardware failure resulting in minor inconvenience	On site engineer	Repair/replace faulty item	8 working hour repair
Network printer failure	Remote access On site engineer	Repair/replace faulty item	4 working hour repair
User application support	Telephone Remote access	Assist over telephone	20 minute response
Problems outside the control of Quiss, eg leased line faults, specialist application support issues	Telephone Remote access On site engineer	Liaise with third party until problem resolved	20 minute response
Network administration, i.e. add additional users, back up problems, etc.	Telephone Remote access	As required	4 working hour response
Disaster recovery invocation	On site engineer	Provide disaster recovery server and restore data	Next business day response

For further information contact

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Since our launch as a specialist IT service provider in 1988, we have strived to deliver only the best solutions. To find out more about any of our services, please contact us and we will be delighted to discuss your requirement further.

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