QUISS

# A MANAGED SERVICE TAILORED FOR PROFESSIONAL SERVICES BUSINESSES

# A **MANAGED SERVICE** DEVELOPED FOR YOU

**We recognise that professional services businesses have different requirements when it comes to their IT management needs. So, we have created a base IT solution called Infrastructure Managed Service (IMS) which underpins your technology deployment, whether that be a public cloud, hybrid cloud or in some cases on-premise.**

Quiss also offers what would be considered a total outsource model where you can select from numerous technology modules on top of IMS to create a bespoke solution – this we call the Quiss Managed Service (QMS).

IMS has been developed to support your IT deployments, the network fabric and desktop security. As with all the managed service modules, IMS is based on a price per user, per month for the duration of the contract.

Before we look at what is included in our standard IMS, it is important to detail what other services can be added to ensure the service you receive is tailored to the unique needs of your business.

> *We chose to appoint Quiss based on their great reputation for being a wholly professional organisation*
>
> CEO,
> JCP Solicitors

## OTHER SERVICES MODULES THAT ARE AVAILABLE

There are other modules that can be added to the IMS to create a bespoke Quiss Managed Service solution including:

- Service desk level 1 and 2
- Desktop Hardware Support
- Installation Services – during normal working hours
- Installation Services – outside of normal working hours
- Disaster Recovery
- Unlimited IT Consultancy
- Unlimited IT Project Management
- Third Party Supplier Management
- Asset Management
- Bespoke reporting
- Training
- Cyber Security

## WHAT'S INCLUDED IN THE QUISS IMS?

Over the following pages we will detail the services we include as standard when you choose our innovative IMS.

You can add other services as appropriate to ensure the QMS we deliver matches the needs of your business, but this is what's included.

## QUISS 24/7 SERVICE DESK FOR MANAGED INFRASTRUCTURE

As an IMS client your infrastructure is monitored 24/7/365 as part of our standard service.

This continuous monitoring allows our network operation centre to proactively manage issues usually before they impact your business.

However, in the unlikely event that you discover an incident before our teams then you can call the service desk 24/7 to raise a support ticket.

## 3RD LINE INFRASTRUCTURE

The Quiss service desk is ITIL based and underpinned by our investment in our Cherwell service management system.

Our service desk combined with our remote monitoring and management (RMM) tools can monitor, manage, and report on all infrastructure activities, giving full visibility into both the infrastructure and processes in place.

## TECHNICAL ACCOUNT MANAGEMENT (TAM)

Quiss allocate account managers or technical account managers (TAM's) when you have more than 200 users for all our managed service clients.

Their responsibility is to manage the day-to-day communication, not related to the service desk, between you and Quiss.

Each account manager is highly experienced in managed services and is tasked to deliver exceptional services.

## 3RD LINE TRIAGE OF YOUR BUSINESS APPLICATIONS

We recognise that you operate numerous business applications, many of which will run on the managed infrastructure.

Our clients appreciate the fact that when they raise a call with Quiss, we can also manage any issues related to 3rd-party applications, which helps reduce the number of suppliers you have to deal with, often when a quick resolution is critical. Let Quiss take the load.

## PROACTIVE MONITORING DURING WORKING HOURS

Quiss has invested heavily in N-Able RMM which is deployed onto your managed infrastructure (cloud and remote machines) prior to go-live.

The technology allows us to have total visibility of your infrastructure all managed by the Quiss monitoring teams.

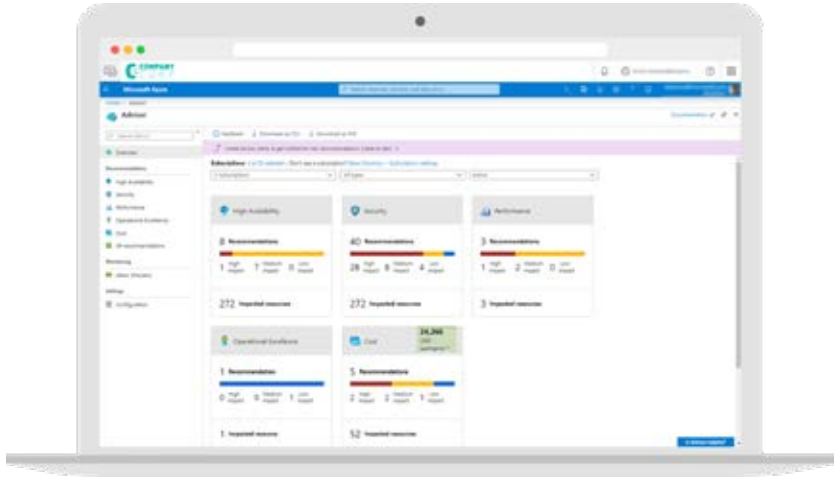
## MICROSOFT AZURE ADVISOR – IF YOU CHOOSE PUBLIC CLOUD DEPLOYMENTS

One of the biggest concerns around public cloud deployments is cost runaway – we can remove this concern by using Microsoft Azure advisor solution - this technology helps Quiss Technology follow best practices to optimise your Azure deployments.

We regularly analyse the resource configuration enabling us to improve cost effectiveness, performance, reliability, and security of you Microsoft Azure resources.

## BE-SPOKE REPORTING

As part of our ongoing commitment, we will provide monthly reports that will enable you to review everything that has happened with in your infrastructure. This includes operational elements, summary of all ticket types & frequency, response & fix times and strategic discussions focussed on the developments we are witnessing in the market.



# OPTIONAL SERVICE MODULES THAT TOGETHER CREATES THE QUISS MANAGED SERVICE (QMS)

## SERVICE DESK LEVEL 1 AND 2

The Quiss service desk level 1 and 2 is a support solution designed to not only reduce business costs, but also to increase user productivity through increased uptime. It is a flexible solution that supports the heart of all businesses.

Generally, service desk costs and staffing are problems that IT managers could do without. The provision of comprehensive support to computer users can still be resource intensive, restricting the time that IT managers spend on strategic planning. This module is designed to specifically reduce these issues.

Giving you access to a team rather than an individual, provides a fundamental improvement in the level of support experienced by your users.

As standard, this module provides unlimited user access to our ITIL based desk with support for most mainstream user applications also included. All problems are rectified within predefined timescales and via the most appropriate response mechanism, for example, telephone or remote access.

All users have unlimited direct access to our service desk during normal working hours, for the resolution of software faults.

## DESKTOP HARDWARE SUPPORT

When IT works, it rarely gets noticed. But when things go wrong, the time taken to find the appropriate solution will dictate how much disruption a business suffers.

Quiss Technology has over 30 years of experience in providing hardware maintenance services, both directly to the end-users and via tailored reseller programmes.

For a fixed annual fee, any business-critical equipment can be supported and backed by service level agreements that offer you real peace of mind. We understand our response must be fast, efficient, and effective. Which is why we have developed our large support team of helpdesk engineers, network engineers, systems specialists, and logistics experts to deliver the service our clients need.

## INSTALLATION SERVICES
## (DURING NORMAL WORKING HOURS)

Installing new equipment, whether its desktops, laptops, network equipment or Wi-Fi, although only done periodically through the year, can be expensive if considered only in terms of Cap-Ex. There will also be occasions when clients require technology installed to meet the demands of growth, change or business acquisitions, which again can be expensive as a one-off cost.

Therefore, we offer our install services module that allows you to pay a monthly cost and draw on the service as and when you need it. Many clients recognise the value of this solution, as it allows them to access resource quickly, safe in the knowledge any costs are already covered.

## INSTALLATION SERVICES
## (OUTSIDE OF NORMAL WORKING HOURS)

This is the exact same service as our office-hours solution but allows clients to get work done out of hours, which for many is very important as it reduces the risk of downtime or disruption during the working day.

This module allows you to call on our resources and get them allocated during non-working hours and over weekends. During account management meetings we discuss future projects and resource is allocated accordingly – this gives you total peace of mind when planning future activity.

## DISASTER RECOVERY

Quiss offers several choices to deliver disaster recovery solutions, all of which can be tailored to the exact needs of your business. One technology becoming very popular with organisations of all sizes and complexity, is Azure site recovery.

Azure Site Recovery offers ease of deployment, cost effectiveness and dependability. Deploy replication, failover and recovery processes through Site Recovery to help keep your applications running during planned and unplanned outages.

Site Recovery is a native disaster recovery as a service (DRaaS), and Microsoft has been recognised as a leader in DRaaS based on completeness of vision and ability to execute, by Gartner in the 2019 Magic Quadrant for Disaster Recovery as a Service.

**Key benefits:**

- **No infrastructure required**
- **User flexibility to select DR region**
- **Best-in-class RPO and RTO**
- **Simplified experience with**
- **automatic DR resource creation**
- **Non-disruptive DR drills**
- **Automatic updates**

## UNLIMITED IT CONSULTANCY FOR PREBOOKED PROJECTS

We recognise that accessing technical resource when you are looking to deploy and install new technology can be expensive, especially when priced on a day rate. Sometimes this cost can slow down or stop projects that need to be progressed, potentially effecting business operations.

These reasons and more are why we offer unlimited IT consultancy as one of our business modules. As a client you would simply inform your account manager of any prospective projects being considered and we would allocate the technical resource needed to support this project. All this is done for one monthly fee, enabling you to access technical resource for your scheduled projects when and where you require them. Unlimited vendor consultancy and assessments is optional.

## UNLIMITED IT PROJECT MANAGEMENT

When considering new IT projects, the management of them is extremely important and can decide their ultimate success or failure. Similar to our unlimited IT consultancy, with one simple monthly fee, we provide access when required to a project manager that can support your IT deployments, working with your resources and aligning our resources, to deliver on your requirements.

Again, simplicity is the driver. Just arrange with your account manager the proposed deployments and all required support will be allocated. Simple and cost effective.

## THIRD PARTY SUPPLIER MANAGEMENT

When you outsource your IT to a managed service provider, one of the key considerations is who will manage all the third-party companies you currently rely on to support your business?

The management of these companies can be time consuming and often frustrating. When there is a technical issue, it usually impacts not only your business, but potentially several other third-party suppliers. The simple answer is to let us manage all these key relationships for a simple monthly fee and remove this headache from you and your team.

As the managed service provider, we will have visibility across your estate, so will be best placed to deliver accurate information to everybody affected. This will usually reduce time and any confusion, ensuring any issues are fixed faster.

## 24-HOUR REMOTE MONITORING

SolarWinds N-Central is the monitoring tool we use. All monitoring is applied and controlled via a global standard, i.e., disk space is set to 0-85% is normal, 85%-90% is warning, 90% and above is failure, with this monitoring delivered via agents that we deploy.

The Agents key capabilities are:

- Provide overview of the device inc. system information, registry/ services/process/roles access/info.
- CMD and PowerShell can be run against the device.
- File transfer monitoring

Comprehensive monitoring

- WMI, SNMP etc.
- AV Status
- Connectivity, CPU, Memory, Disk space, Disk IO, Patch Status, Uptime
- Windows Event logs, Windows Services
- Customised monitoring & sensors can be created to suit

Alerts and notifications are classified by the system in terms of criticality, with the most severe presented to the relevant teams via Dashboards within the software. All this is managed by the Quiss NOC team, which keeps clients constantly informed if issues are identified.

## TRAINING

For a business to extract the maximum benefit from its investment in technology, it is essential the individual users within the business are trained to operate efficiently and effectively. To achieve this, we work with our clients to establish tailored training strategies, which are not only effective but measurable.

We place a strong emphasis on the business aspects of training, allowing us to better appreciate the objectives of our clients and ensure that courses meet their goals.

We also understand that it's often better to train people in their own offices, rather than in ours, which not only adds to the practical working environment, but cuts travel expenses. However, for those organisations that prefer off-site courses, we have fully equipped training suites at our facility in Tamworth.

## ASSET MANAGEMENT

This module allows you to achieve an ongoing understanding of your physical IT and software assets. We will give you a comprehensive list of information, including hardware specification, software installed, scan history, asset ownership history and asset states.

Improve software governance by monitoring software usage (unused, rarely used, and so on), number of installations, license types, compliance status, and license expiration.

Manage software licenses for every software installation on every workstation across the enterprise. Track over-licensed, under-licensed, and compliant software to ensure software license compliance. There are many elements to this module, all designed to support you and drive really valuable ROI.

## COMPREHENSIVE REPORTING

This module builds on the standard reporting module in IMS and enables you to have a full understanding of what is happening on your infrastructure, whether that's your local on-premise hardware and your cloud or on-premise server infrastructure. Depending on other modules taken, it can also offer in-depth analysis of user activity and support tickets raised.

The report, for many clients, gives a full understanding of how their business is operating at an IT level, but for some it also underpins their future IT strategy, as it allows them to understand potential user training needs, application issues, security issues and projected growth in infrastructure requirements.

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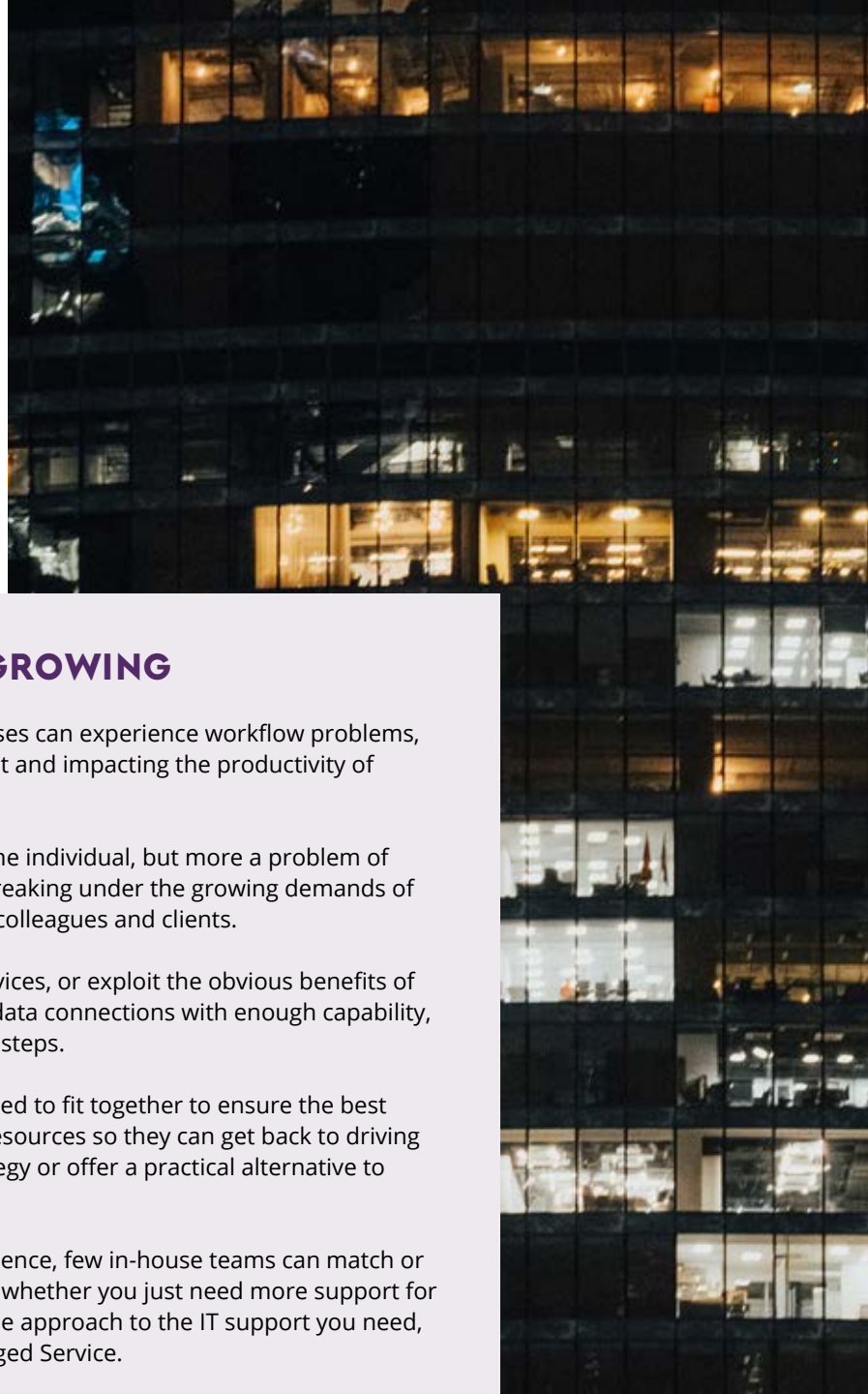
Quiss have also developed a training portal which enables clients to search a library over nearly 500 videos, enabling clients to engage in training at a time convenient to them.

# QUISS MANAGED SERVICE GIVES PROFESSIONAL SERVICES BUSINESSES AN EDGE



Ignoring the evolution of technology and the benefits offered to businesses of all sizes, is no longer an option. Your clients demand ever closer collaboration, virtual meetings, secure web-portal communications, accurate quoting and billing, with your people expecting a more flexible approach to days working from home.

And this all has to happen at speed with every app exploited to the fullest extent, while keeping your systems and data, safe and secure. That's where a Quiss Managed Service (QMS) will help.

## MAKING IT WORK FOR YOU

The ability of your business to attract and retain the best people, to ensure clients receive the quality of service that guarantees a long relationship with increasing spend, now relies more on technology and how you use it, than ever before.

In addition, you have to consider the software you use, email encryption, data search and analytics, customer relationship management systems, time tracking, billing contacts, calendars and more, all reliant on a robust, secure and well-managed IT infrastructure.

The Cloud offers businesses like yours a lot of benefits, with flexibility and convenience significant reasons to undertake a migration. However, the Cloud is not right for every firm and Quiss Technology is one of the few, confident enough to explain every option; even the ones more difficult to implement.

## SLOWING WILL LIMIT GROWING

Typically, professional services businesses can experience workflow problems, with internal bottlenecks slowing output and impacting the productivity of everyone within the business.

Usually these are not the fault of any one individual, but more a problem of inefficient IT architecture or a system creaking under the growing demands of new applications or the expectation of colleagues and clients.

If you want to leverage more Cloud services, or exploit the obvious benefits of Azure, including Backup and you have data connections with enough capability, then we can walk you through the next steps.

Our range of services have been designed to fit together to ensure the best possible support for your in-house IT resources so they can get back to driving change and implementing your IT strategy or offer a practical alternative to managing your own team.

We also offer access to specialist experience, few in-house teams can match or need more than a few times a year. So, whether you just need more support for your team, or a more agile, more flexible approach to the IT support you need, then it's time to consider a Quiss Managed Service.

*Everything has worked very well; it's been a smooth upgrade. The team at Quiss have been very helpful and a pleasure to work with.*

CEO,
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