

Flex Support

Mercia ITS understands that there are times when your organisation's IT function might be stretched, depleted or lacking in expertise. Despite this, there is still a requirement to safeguard the IT systems and keep them working normally to enable the business to continue to operate effectively, especially as many technologies are transitioning from a physical device to residing within the software layer. To help alleviate such circumstances, Mercia ITS is delighted to offer FLEX Support.

FLEX is a scalable, responsive extension to an organisation's IT function that seamlessly augments technical support services for organisations of all sizes. It can be used to provide reactive technical assistance and expertise for specialist products or on an ad hoc basis to cover staff holidays, maternity/paternity leave, illness or busy work periods.



FLEX provides the following services:

- > Centralised call logging and management
- > Technical support via phone, email and remote access
- > Escalation and management of issues to vendors¹
- > Management and incident reporting

FLEX Standard

- > Multi-vendor > Remote support (telephone, email, remote access)
- > Pre-purchase model² > Core & advanced products covered³
- > 3 options of availability: 9am-5pm (Mon-Fri); 8am-6pm (Mon-Fri); 24x7 inc UK Bank Holidays

FLEX Hybrid

- > Multi-vendor > Remote support (telephone, email, remote access) > Pre-purchase model²
- > Core & advanced products covered³ > Availability – 24x7 incl UK Bank Holidays
- > Escalation to Microsoft Premier Support where Mercia ITS is unable to resolve internally

FLEX Premier

- > Microsoft products ONLY > Incident logged by Flex Premier support desk
- > Incident passed directly to Microsoft Premier – Mercia ITS does not attempt fault resolution
- > Pre-purchase model² > Availability – 24x7 incl UK Bank Holidays
- > Microsoft Pro-active Advisory services also available

Supported vendors (FLEX Standard & Hybrid)

- > Microsoft > Cisco > HP > NetApp > Symantec > Veeam > Dell > VMware > Citrix

¹ For resolutions requiring bug fixes, firmware upgrades and/ or manufacturer escalation, you are expected to have appropriate licensing or support in place.

² Support units based on 30 minute increments with a minimum investment of units depending upon which FLEX service is selected. Unused units expire 12 months after agreement start date

³ See separate Supportability Matrix for full list of supported technologies from above vendors.

How does the service work?

Managed and delivered centrally from a dedicated support centre, FLEX addresses the need for reactive BAU fault resolution and incident management. Hardware maintenance is excluded.

The service is accessed via a dedicated telephone number and email address, which is provided to you at the start of the contract.

- > You place a call with the dedicated FLEX support desk, who will:
 - > Determine whether you are entitled to support
 - > Create a service case including your details and a technical synopsis
 - > Triage and prioritise the incident
 - > Automatically escalate any incidents nearing agreed service level thresholds
 - > On resolution, confirm closure details and number of units consumed

Service management

To ensure maximum return for your support investment you are able to take advantage of a Service Management facility, overseen by a dedicated Service Manager.

Your assigned service manager will work with you on:

- > Service delivery planning & business alignment
- > Service delivery management

The basic structure for how your assigned service manager will engage with your organisation is illustrated below:

Service Improvement Reviews (SIRs) are a chargeable option undertaken on a quarterly basis if required. The purpose is to review the service desk activity utilised by you during the preceding quarter. The reviews are conducted remotely.

Reporting

Regular reporting will be provided on all support services under the FLEX Support agreement. The reports will include a summary of each incident logged and the support units spent on each.

