

Support Offerings



" We have had nothing but diligent and competent technical assistance, instruction and advice; always ahead of the game, leading on the problem and always available whenever my team or I contact SysCare 24/7 "

David Walliker, Head of Informatics, Cheshire & Wirral Partnership NHS Foundation Trust

Welcome to the SysCare Operations Bridge

To protect our client's investments in technology ANS advise the use of a combination of our unique Support Services and co-sourcing services.

Your IT operations are responsible for delivering some of the businesses most critical processes so you need to be able to rely on their performance every day.

Failure today represents not just financial loss but also damage to reputation and customer service.

Through ANS's integrated Support Services our SysCare team has the capability and specialist skills required to underpin your operations, ensuring sustained levels of service availability and performance to meet with your current operational demands. Our experience and tools build the intelligence to advise of capacity management for future demands as well as identifying risk whilst maximising any asset investment. ANS holds the top levels of certification across a broad spectrum of technologies and our focused Operations Bridge monitoring function has comprehensive experience of servicing and proactively managing events on a wide range of infrastructure technologies across many industries sectors.

Are ANS the only business offering Managed Support Services? Probably not, but we believe we outperform other providers in a number of areas key to these type of services being a success in your organisation;

- > Guaranteed Response ANS operates a '3 rings' policy as part of our commitment to customer service, this is proactively reviewed as part of qualitative procedures. (ISO9001:2008)
- > Economies of Scale ANS SysCare resolve in excess of 4000 calls per year generating substantial efficiencies in terms of both price and knowledge.
- > Remote Fault Resolution ANS SysCare currently achieves ~95% remote resolution which in turn increases our clients operational availability and systems performance.
- > In House Knowledge ANS only escalate 3% of calls to vendor.
- > Customer Satisfaction ANS customer renewal rate is 96% proving fastidious attention to service standards.
- > Award Winning ANS have won several awards for customer service including the prestigious Cisco Customer Kings Award.
- > Quality Accreditations ANS Sales, Service and Delivery are all backed up by ISO9001:2008 and utilise the best practice principles of ITIL at every level.

ANS understand that any move to a new managed/co-sourced support service represents a major commitment and partnership between organisations. To ensure a seamless migration to ANS's SysCare Services ANS offers a unique managed transition to mitigate risk and warrant the success of the project and new service.

Support Offerings

	Maintain IT (Bronze Package)	Service IT (Silver Package)	Monitor IT (Gold Package)	Manage IT (Platinum Package)
Hours of Operation*	9/5 or 24/7	9/5 or 24/7	9/5 or 24/7	9/5 or 24/7
Length of Service**	1,3 or 5 Years	1,3 or 5 Years	1,3 or 5 Years	1,3 or 5 Years
Reactive Support	●	●	●	●
Reporting		●	●	●
Site Survey		●	●	●
Proactive Systems Monitoring and Support			●	●
Customer Support Plan				●
Change Management				●
Patch Management				●
Configuration Management				●
Products Supported	Core Hardware	All Core Products	All Core Products	All Core Products
Method of Access	☎ ☒	☎ ☒	☎ ☒	☎ ☒
Response Method	☎ ☒	☎ ☒	☎ ☒	☎ ☒
Number of Support Contacts	2	2	4	6
Number of Support Incidents	Unlimited	Unlimited	Unlimited	Unlimited
Hardware Swap-Out	●			

☎ Telephone ☒ Email

* Custom Hours of Support Available on Request

** Discounts are available for Multi-Year agreements