






panacea managed services

introduction - managed service modules
service levels and implementation

-
- CUSTOMER RELATIONSHIP MANAGEMENT 
 - ENTERPRISE RESOURCE PLANNING 
 - BUSINESS INTELLIGENCE 
 -  **MANAGED SERVICES**
 - INFRASTRUCTURE 
 - INTEGRATION 

1. Introduction to Panacea Managed Services:

The delivery of long term trusted IT services

Maximising the return on investment from Information Technology is often outside of the scope and expertise of many business organisations. In response to this, outsourced managed IT services have become a key strategic business tool. Over a number of years Panacea has increasingly been providing high quality and flexible outsourced IT managed services to its clients. Panacea can provide an end to end service looking after all your business applications as well as the environment in which they run.

High value diverse IT skills

In an increasingly complex business environment companies need to deploy an increasing range of technologies covering software applications, systems infrastructure and communication networks. Many companies depend on technology not only during normal working hours, but extended hours or ultimately on a 24 x 7 basis. A Panacea Managed Service can provide you with timely access to a pool of accredited IT resources that can provide you with the right IT service level for your business.

Cost effective

A Panacea Managed Service can provide your business with the IT skills that your business needs, yet would be uneconomic to hire. Having your IT systems managed effectively through a Panacea Managed Service will reduce costs and improve the return on your IT investment.

Security

A Panacea Managed Service will provide continuous monitoring, reporting and back up to ensure continuity to your business operations. Using market leading software tools it will also provide uniform management and security of your distributed IT environment. The result being greater system resilience and less system downtime.

Efficiency and Productivity

A Panacea Managed Service will give improved productivity to both internal and external customers. By having an understanding of your business Panacea will be able to work closely with you and give you access to the latest technology to enable you to gain competitive advantage in your market place. A Panacea Managed Service will also reduce administration overheads, allowing you invest resources into other business areas.

Planning

Panacea customers are typically managing the demands of growing their business whilst at the same time having to cope with the continual challenge of ensuring that their IT systems remain aligned. A Panacea Managed Service is scalable allowing your IT investment to keep pace with the demands of your business. System Monitoring will provide for a proactive and orderly response to anticipated problems.



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2. Panacea Managed Services - Service Module Summaries

Panacea Managed IT Services offers proactive, flexible and tailored outsourced IT Services. The extensive range of services offered by Panacea are grouped into five modules:

Infrastructure

Infrastructure includes servers, desktops, laptops, peripherals, operating systems (Microsoft/Unix), security devices and communication networks. Remote maintenance to a distributed infrastructure is provided through the deployment of market leading software tools. On site engineering is provided by a national network of accredited field engineers.

Software Applications

Software applications include all software applications including software interfaces. The management of software vendor relationships is included where required.

Databases

Pro active management of databases through monitoring identifies performance issues allowing appropriate remedial action to be taken.

Helpdesk - Outsourced

Panacea Managed IT Services can provide an outsourced Helpdesk for customers requiring a central contact point for call logging, call log analysis and reporting. The Helpdesk will provide dedicated telephone lines and e-mail addresses enabling it to provide a seamless Helpdesk service to the customer.

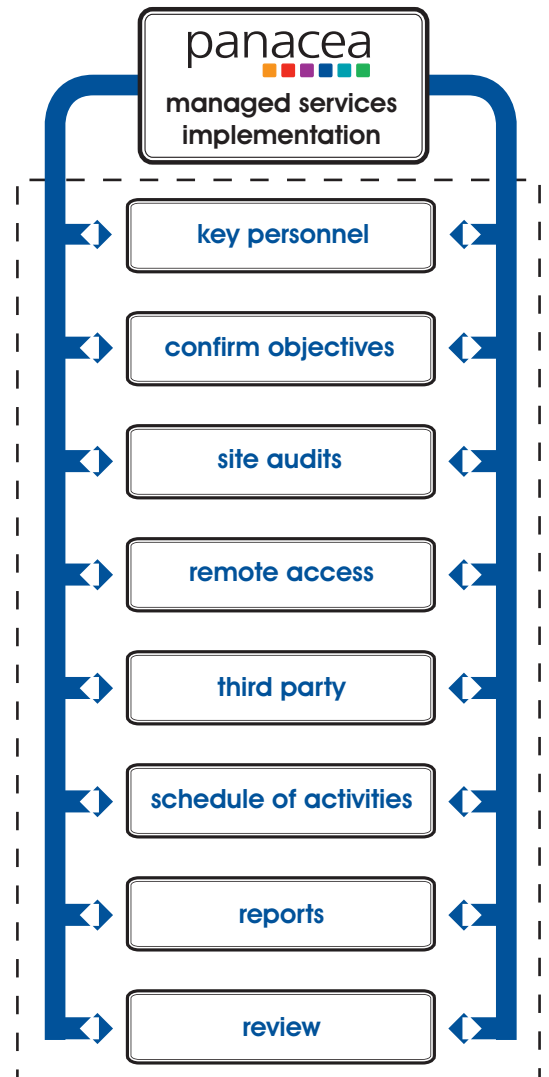
Virtual IT Director

Panacea Managed IT Services can provide you with a highly experienced IT consultant who can assist your organisation to effectively deploy technology to gain competitive advantage. The consultant will spend time gaining an in depth knowledge of your business and engage in all IT decision making. By its nature the appointment will operate at senior management/director level. The service can be tailored to suit specific requirements.

3. Panacea Managed Services - Implementation Methodology Summaries

Panacea will implement a new Managed Services contract as follows:

- 1 Key Personnel**
 - a Client: Directors, Managers, Super Users, Users
 - b Panacea: Managers, Supervisors, Senior Consultants, Helpdesk
- 2 Confirmation of Objectives**
 - a Financials/Contract
 - b Service Level Agreement's (SLA's)
 - c Rules of Engagement
 - d Escalation process
- 3 Site Audits**
 - a Applications
 - b Infrastructure
- 4 Remote Access**
 - a Setup
 - b Validate
- 5 Third Party Support Arrangement** (if applicable)
- 6 Schedule of Activities**
- 7 Reports**
 - a Content
 - b Timing
 - c Where and to Whom
- 8 Managed Services Review**
 - a Frequency and location
 - b Presentation of key issues
 - c Recommendations
 - d Agree further actions



Appendix 1:

Panacea Managed Services - Service Module Summaries

A1.1 Infrastructure – Managed Service Modules

Infrastructure includes servers, desktops, laptops, peripherals, operating systems (Microsoft/Unix), security devices and communication networks. Remote maintenance to a distributed infrastructure is provided through the deployment of market leading software tools. On site engineering is provided by a national network of accredited field engineers.

Bronze Level Support (Up to 15 users)

- 1 Standard entry level break fix contract of all hardware on site.
- 2 Remote administration of users and email accounts.
- 3 Daily remote monitoring of backups
- 4 Asset register of all IT equipment maintained.
- 5 Proactive System Engineer maintenance site visits - 1 per quarter
- 6 Proactive System Health Check visits include: Security Patch Management, System Log Monitoring, Virus Definition Management,
- 7 Quarterly performance reports

Silver Level Support (Greater than 15 users. Includes Bronze entry service level plus)

- 1 Agreed frequency of engineering site visits. (per day/week/month)
- 2 Proactive System Health Check visits include: Application Addition and Change Notification, Hardware Change Notification, Security Log Monitoring, Application Log Monitoring, Spyware Removal and Management, Asset Management, Report Generation, Remote Management
- 3 Annual strategic review meeting. (date and time as agreed with customer).
- 4 Call priority for all calls for support registered at the Helpdesk.
- 5 Full Technical Support cover for all products included within the services.
- 6 Remote administration of all servers
- 7 Out of hours and holiday cover available upon request

Gold Level Support (Greater than 15 users. Includes Silver managed service level plus)

- 1 Full time onsite engineering resource including cover for both holidays and sickness.
- 2 Call management of 3rd party hardware and software.
- 3 Remote monitoring of servers available

A1.2 Software Applications– Managed Service Modules

Software applications include all software applications including software interfaces. The management of software vendor relationships is included where required

A1.2.1 Sage ERP (Enterprise Resource Planning)

Bronze Level Support

- 1 Standard entry level 'break-fix' maintenance service for software faults over the telephone or remote link.
- 2 Does NOT include support of Customers in-house development or services surrounding upgrades or proactive administration

Silver Level Support (Includes Bronze Level Support)

- 1 Basic monthly or quarterly housekeeping functions;
- 2 Temporary File Clear Down,
- 3 Removal of Unnecessary files,
- 4 Disc-space check,
- 5 System Log Backup and Clear Down Service,
- 6 Check and Advice on Spool Queue Size
- 7 Optimization of Sage System performance to maximize system efficiency

Gold Level Support (Includes Silver Level Support)

- 1 Complex monthly outside of normal office hours tasks:
- 2 Stock History, WOP, POP History, Batch Clear Downs
- 3 PL+SL+NL and SOP+POP+WOP Archiving
- 4 Data Recovery Test completed once annually
- 5 Without disruption to the Customer, the above allows for faster system operation due to Sage system being able to read smaller tables. Archiving will allow users to read archived files as they read 'live' files.
- 6 Undertaking Monthly Period End close down routines (Excludes General Ledger, which is Customer controlled)

A1.2.2 Sage Payroll

Bronze Level Support

- 1 Standard entry level 'break-fix' maintenance service for software faults over the telephone or remote link.
- 2 Does NOT include support of Customers in-house development or services surrounding upgrades or proactive administration

Silver Level Support (Includes Bronze Level Support)

- 1 Entry level service to undertake the year end payroll upgrade
- 2 Installation of Sage Payroll upgrade software
- 3 Installations of E-Filing upgrade software supplied by the Inland Revenue as and when required, normally installed during March of each year.
- 4 These are statutory upgrades and are dependant on current Government Policy.

Gold Level Support (Includes Silver Level Support)

- 1 Run: Statutory end of year return for employees from employers P35's
- 2 Run: Statutory end of year certificate for employees P60's
- 3 Produce and submit the year end Inland Revenue electronic submission
- 4 Perform Sage payroll year end routines
- 5 Advise Customer on activities required for the new payroll year
- 6 Above allows Customer to continue without the stress of the Inland Revenue submission
- 7 Removes Customer disruption in answering questions on errors from the Inland Revenue
- 8 Removes the possibility of a substantial fine for late submission to the Inland Revenue.

A1.2.3 Sage CRM (Customer Relationship Management)

Bronze Level Support

- 1 Standard entry level 'break-fix' maintenance service for software faults over the telephone or remote link.
- 2 Does NOT include support of Customers in-house development or services surrounding upgrades or proactive administration

Silver Level Support (Includes Bronze Level support)

- 1 As a minimum, Quarterly (4) programmed proactive system maintenance days to cover health check of mission critical servers with reports (line and modem must be provided)
 - a Check the Sage CRM workgroup logs to ensure efficient use of hard drive space, redundant TEF files will be removed
 - b Ensure peak Sage CRM performance by means of re-indexing and database shrinking.
 - c Check the backup procedures are working
 - d Check the systems event log for any Sage CRM database errors or anomalies, resolving any issues.
 - e Monitor space usage of the database, ensuring there is enough space for database growth
 - f Complete any outstanding Administrative tasks upon prior request, (remove old users, realign territories, team security etc.).
 - g Integrity checks the database for data redundancy error. Data errors found will be fixed where possible, all record deletions will be confirmed by telephone
 - h Maintenance of remote users and synchronization server.
- 2 Summary report covering the status of the Sage CRM database and any remedial action taken will be presented.
- 3 Quarterly Performance Report with recommendations

Gold Level Support (Includes Silver Level support)

- 1 Additional cover outside the above hours at Weekdays, Weekends and Bank/Public Holidays,
- 2 Includes programmed proactive system maintenance day options inclusive of that covered by Silver Level Support creating either monthly (12) or bimonthly (6) days per annum.

A1.2.4 Business Objects

Bronze Level Support

- 1 Standard entry level 'break-fix' maintenance service for software faults over the telephone or remote modem link.
- 2 Does NOT include support of Customers in-house development or services surrounding upgrades or proactive administration

Silver Level Support (Includes Bronze Level Support)

- 1 As a minimum, Quarterly (4) programmed proactive system maintenance days to cover health check of mission critical servers with reports (line and modem must be provided)
 - a Review Business Objects Log Files (where applicable)
 - b Ensure peak Business Objects performance by means of re-indexing and database shrinking.
 - c Check the backup procedures are working
 - d Check the systems event log for any Business Objects server/database errors or anomalies, resolving any issues.
 - e Monitor space usage of the database, ensuring there is enough space for database growth
 - f Complete any outstanding Administrative tasks upon prior request; (remove old users, compact universe etc.).
 - g Integrity checks to the database for data redundancy error. Data errors found will be fixed where possible, all record deletions will be confirmed by telephone
 - h Apply any applicable service packs to the Business Objects server environment
- 2 Summary report covering the status of the Business Objects Repository database and any remedial action taken will be presented.
- 3 Quarterly Performance Report with recommendations

Gold Level Support (Includes Silver Level Support)

- 1 Additional cover outside the above hours at Weekdays, Weekends and Bank/Public Holidays,
- 2 Includes programmed proactive system maintenance day options inclusive of that covered by Silver Level Support creating either monthly (12) or bimonthly (6) days per annum.

A1.3 Databases: (IDS/SQL/Oracle) – Managed Service Modules

Pro active management of databases through monitoring identifies performance issues allowing appropriate remedial action to be taken.

Bronze Level Support

- 1 Standard entry level 'break-fix' maintenance service for software faults over the telephone or remote link.
- 2 Does NOT include support of Customers in-house development or services surrounding upgrades or proactive administration

Silver Level Support

- 1 SQL Server Database monthly database administration will be provided as well as support for the database. Panacea can provide a scheduled dial-in session to proactively check the performance of the database/s. These can be weekly, fortnightly, monthly, or quarterly and the purpose of the dial-in sessions is to ensure that the Database Server solution remains optimised and that any performance issues can be identified and appropriate action taken. The dial-in sessions comprise of circa 3 hours of time on-line where a thorough analysis of database and performance can be delivered. Any performance issues identified will be resolved within the dial-in session if possible or additional time will be scheduled as appropriate.
- 2 The dial-in sessions will:-
 - a Regularly monitor the database performance to ensure maximum performance is maintained.
 - b Check that backup procedures are working.
 - c Remove unwanted archive log files if required.
 - d Check log files for error messages and resolve any issues.
 - e Monitor space usage within the database ensuring there is enough free space for object growth.
 - f Monitor System Global Area performance and tune in necessary.
 - g Check for worst performing Database statements and tune where necessary.
 - h Complete any required maintenance tasks (remove old users, create new accounts etc).
 - i Monitor outside specification performance.
- 3 Summary Report highlighting the status of the system and any remedial action taken will be drawn-up and e-mailed to the designated technical contact at the client site. The scheduled dial-in sessions will effectively aim to ensure the Database Server solution is optimised at all times.

Gold Level Support

- 1 Annual Database Server Health-Check. This is to gain a thorough understanding of the system environment and include meeting with the user to gain an understanding of the future plans for the technical environment. Any performance issues can then be resolved and recommendations made for any further system improvements. This would be an additional chargeable exercise if required. The purpose of the annual health-check is to essentially:-
 - a Identify bottlenecks.
 - b Provide advice for future recommendations.
 - c Identify resource contention.
 - d Tuning of the database
- 2 Access to outside of normal working hours cover.



A1.4 Helpdesk – Outsourced: Managed Service Module

Panacea Managed IT Services can provide an outsourced Helpdesk for customers requiring a central contact point for call logging, call log analysis and reporting. The Helpdesk will provide dedicated telephone lines and e-mail addresses enabling it to provide a seamless Helpdesk service to the customer.

Helpdesk Availability

- 1 Normal Panacea Helpdesk cover is Monday to Friday 08:00 to 18:00 excluding Bank & Public Holidays
- 2 Outside normal working hours cover is available and will be discussed during the setup phase

Panacea Helpdesk Service

- 1 As an option a 0845 number would be set up, which routes to Panacea IT support department.
- 2 In addition, a Customer support e-mail address would be created which would also be routed to Panacea.
- 3 Customer's staff would be instructed that they must dial this number / use this e-mail address for all support issues.
- 4 Panacea support staff log all of these support calls via Sage CRM (a database set up to facilitate this - hosted in Hook).
- 5 Panacea support staff will answer the phone as "Customer's Helpdesk".
- 6 In answer to standard calls (see below), users will be sent an e-mail that includes a hyperlink to the relevant Customer intranet page and asked to complete the appropriate form.
- 7 Customer support to have a VPN link to Panacea so that they can view action and complete logged calls and access standard performance statistics by running Sage CRM.

Helpdesk Performance Reporting

- 1 Panacea supply quarterly call performance statistics as standard.
- 2 Any special requirement will be discussed during the set up phase

A1.5 'Virtual' IT Director/Manager (Strategic) – Managed Service Module

Panacea Managed IT Services can provide you with a highly experienced IT consultant who can assist your organisation to effectively deploy technology to gain competitive advantage. The consultant will spend time gaining an in depth knowledge of your business and engage in all IT decision making. By its nature the appointment will operate at senior management/director level. The service can be tailored to suit specific requirements.

Appendix 2:

Panacea Managed Services – Implementation Summaries

Panacea Managed Services - Implementation Stages

The Panacea Managed Services support teams on receipt of a new contract for a Managed Services client, will undertake Contract Implementation as follows:

1 Introductions

a Key Personnel identification

- Client: Directors, Managers, Super Users, Users
- Panacea: Managers, Supervisors, Senior Consultants, Helpdesk Engineers

b Customer Welcome Pack

- The Company, Our Promise, Quality of Service, Customer Care Contacts, Summary of Services
- Server Monitoring
- How to Log a Support Call, Panacea's Levels of Support Service & Call Logging Methods
- Standard Contact Points, Special Out of Hours & Emergency Contact Points
- Panacea's World Class Partners & Associates

2 Confirmation of Objectives

a Financials/Contract

- Agree with Customer

b Service Level Agreement's (SLA's)

- Agree with Customer

c Rules of Engagement

- Agree with Customer

d Escalation process

- Agree with Customer

3 Site Audits

a Applications

- Agree with Customer

b Infrastructure

- Agree with Customer

4 Remote Access

a Setup

i Implement remote monitoring service

Load and configure remote monitoring software in relation to customer defined requirements

- **Operating Systems**
 - Microsoft operating systems and applications
 - UNIX (AIX/Linux) operating systems
- **Applications**
 - Exchange Server
 - Sage Servers only
 - Business Objects
 - Sage CRM
- **Databases**
 - Oracle
 - SQL
 - IDS
- **Infrastructure**
 - Remote Communications Links
 - Implement Alerting Thresholds and Mechanisms
 - Implement Reporting Schedules

ii Implement Microsoft Exchange End User Administration (where applicable)

Panacea will provide the Customer with a managed service for the Microsoft Exchange email environment during prime time. This will comprise both pro-active monitoring and problem management for unexpected events.

- **Pro-active service** will consist of pre-determined weekly and monthly activities to ensure the system is kept on-line and checked as a valid system at the start of each working day/week. Visits to site will be incorporated into this service together with a structured annual health check and audit.
- **Problem and event management support** will manage both routine and exceptional circumstances so that a continuity of service is provided to the Customer in the event of unexpected MS Exchange problems. Panacea will require the Customer to take responsibility for the network connections between the Mail Servers and the Client PCs, to enable Panacea to conduct effective remote management.
- **Remote MS Exchange Admin Once per Week/Month:** On the first/last working day of an operational week/month Panacea will dial into the system to check that Customer are within a stable and operational environment. Additionally a proactive Health Check of the system will be undertaken. System problems will be dealt with on a priority basis.
- **On Site Visit Activity:** Responsibilities to include:
 - Monitoring system performance so that any significant trends can be identified early and recommendations regarding capacity planning provided.
 - System Administration to ensure optimum file and software management.
 - General advice on the environment and continual appraisal of the back-up and upgrade strategy.

b Validate

i Arrange Technical dial in

- **Operating Systems**
 - Windows 2003/Microsoft for Server series
 - UNIX (AIX/Linux) operating systems
- **Applications**
 - Exchange Server
 - Sage Servers only
 - Business Objects
 - Sage ERP
 - Sage CRM
- **Databases**
 - Oracle
 - SQL/Microsoft
 - IDS Informix Dynamic Servers (IBM)

5 Third Party Support Arrangement (if applicable)

a Arrangements made for any Specialist Third Party Support

- Managed via Panacea Managed Services

6 Schedule of Activities

a Implement deliverables

- i Schedule Engineering Visits
- ii Schedule Consultant Activity
 - **Operating Systems**
 - Windows 2003/Microsoft for Server series
 - UNIX (AIX/Linux) operating systems
 - **Applications**
 - Exchange Server
 - Sage Servers only
 - Business Objects
 - Sage ERP
 - Sage CRM
 - **Databases**
 - Oracle
 - SQL/Microsoft
 - IDS Informix Dynamic Servers (IBM)

b Inform all Panacea Support Personnel

- i The Panacea Services Development Manager, on receipt of confirmation of a new contract for a supported Managed Services client, will inform relevant departments by email accordingly with:
 - Client details
 - Brief description of business
 - Main contact for support
 - Type of Panacea Managed Service contract with details of:
 - Applications covered
 - Technical Support covered
 - Hardware Engineering
 - Consultancy requirements
 - Service Levels if non standard
 - Any special conditions
 - Advice were any specific sub contract arrangements apply
 - Commencement date of service

c Enter contract details into Panacea database

- i Hardware Audit including Serial Numbers
- ii Applications audit including Version numbers and Service Pack levels
- iii Technical Support to include operating system Version numbers and Service Pack levels.

7 Reports

a Content

- Agree with Customer

b Timing

- Agree with Customer

c Where and to Whom

- Agree with Customer

d Customer Site Log History - Managed Services Register (remains on site)

- History file of events, maintained by visiting Engineer
- Engineer information continuity from previous visits
- Help for Emergency cover Engineers
- Record of Site Asset Register
- Setup procedures and settings
- Engineer Site Notes

8 Managed Services Review

a Frequency and location

- i Monthly, Quarterly, Bi-Annually, Annually

b Presentation of key issues

- **Applications**
 - Sage ERP Dial-in report & Sage Consultant Visit report
 - Sage CRM Dial-in report & Sage Consultant Visit report
 - Business Objects Visit report
 - Exchange Server Report
- **Databases**
 - Oracle Dial-in report & Oracle Consultant Visit report
 - IDS Dial-in Report
 - SQL Dial-in Report
- **Infrastructure**
 - Managed Service Activity Reports
 - UNIX (AIX/Linux) Dial-in report & UNIX (AIX/Linux) Consultant Visit report
 - Microsoft Dial-in report & Microsoft Consultant Visit report
 - Remote Monitoring Service report
 - Collation of Engineer visit forms (EN12)
 - Server Reports

c Recommendations

d Agree further actions

Appendix 3:

Panacea Managed Services - Contract T&C's

Panacea - Short Company Overview

A3.1. Panacea Managed Services - Contract Terms & Conditions

All work undertaken is in accordance with Panacea Standard Terms & Conditions and Panacea Services Agreement, copies available upon request.

Panacea Managed Services is an operating division of **Panacea Limited**, Registered Office: Winton House, Winton Square, Basingstoke, Hampshire, RG21 8EN. Registered No. 2052916 England, VAT No. GB 641 842442

A3.2. Panacea – Short Company Overview

Panacea is a leading IT business solutions provider offering systems integration and outsourced managed IT services to the UK mid-market, working in partnership with blue-chip corporations including Microsoft, IBM, Business Objects and Sage. Headquartered in Basingstoke, Hampshire the company has a turnover in excess of £13m and employs over 100 staff.

Formed in 1986, the business remains owner managed, the company being the subject of a management buyout in May 2006 funded by ISIS Equity Partners.

Panacea has experience and knowledge of working with small medium sized businesses and corporate enterprises across a wide range of industry sectors. The company has a growing client base of in excess of 500 and can provide excellent reference sites.

Panacea has developed expertise in the following areas:

- ERP
- Business Intelligence
- CRM
- Infrastructure
- System integration & development

Panacea IT services includes the following activities:

- Consultancy
- Design
- Implementation
- Project Management
- System integration
- Software Development
- Support
- Managed IT Services

More information may be found on our web site www.panacea.co.uk

Appendix 4: Panacea Managed Services - Management Team, Responsibilities & Contact Points



Director - Mike Olpin Commercial Director

Email: molpin@panacea.co.uk,
Telephone: 01256 305057 dd, m: 07971 569424



Application Services Manager - Richard Thomas Application Support & Managed Services

Email: rthomas@panacea.co.uk,
Telephone: 01256 305079 dd, m: 07880 740799



Infrastructure Services Manager - Kevin Green Infrastructure - Field engineering, Technical Support & Managed Services

Email: kgreen@panacea.co.uk
Telephone: 01256 305084 dd, m: 07775 996257



Application Services - Doug Hall Applications Support, Consultancy & Managed Services

Email: dhall@panacea.co.uk
Telephone: 01256 305072, m: 07799 587128



Helpdesk Manager - Paul Clarke IT Helpdesk, Call Management

Email: pclarke@panacea.co.uk
Telephone: 01256 305000



Assistant Services Manager - Lani Charman Managed Services Coordinator

Email: lcharman@panacea.co.uk
Telephone: 01256 305064 dd, m: 07960 208921



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