

A large blue graphic featuring a central water splash or ripple effect, creating a sense of motion and depth. The splash is white and blue, set against a darker blue background.

panacea managed services

**your guide to panacea
managed support services**

CUSTOMER RELATIONSHIP MANAGEMENT 

ENTERPRISE RESOURCE PLANNING 

BUSINESS INTELLIGENCE 

 **MANAGED SERVICES**

INFRASTRUCTURE 

INTEGRATION 

Your Guide to Panacea Managed Services

The delivery of long term trusted IT Services

My colleagues and I would like to welcome you to Panacea, a leading IT managed service provider.

Over a number of years Panacea has established a reputation for innovation and high quality service. Panacea now supports in excess of 400 clients, from small medium companies to corporate enterprises.

We understand that your IT systems are an integral part of your business operations and that is why we are totally focussed on our levels of customer service.

To ensure high levels of customer service we have a dedicated support operation of over 50 staff. We continually invest in the training of our staff to ensure that we maintain the highest levels of accreditations. In addition we maintain excellent relationships with our business partners who will provide additional expertise where necessary.

In addition to its comprehensive range of support services, Panacea has developed a range of pro-active and flexible managed services grouped into modules. Solutions can be tailored to suit individual customer requirements.

This guide provides you with an introduction to our support process; how to log calls by telephone or e-mail, how to monitor the progress of a logged call via our web site and how to contact the key members of our support teams, should the need arise. This guide will be continually updated as our processes evolve and can be downloaded from our web site at any time.

We constantly monitor our performance against our service level agreements (SLA's). This is complimented by an escalation process which ensures that outstanding calls are monitored by management and action taken as appropriate. Further details on SLA's and the escalation process are given in this guide.

My team will endeavour to meet, even exceed, your service expectations. If at any time you are dissatisfied with the service provided, or you have a view on how our service to you can be improved please do not hesitate to call me on 01256 744057 or one of my support colleagues on 0844 225 2500.



Kind regards

A handwritten signature in black ink that reads "Michael Olpin".

Michael Olpin
Commercial Director

Panacea Managed Services

Delivering a high level of customer service through;

- Providing the option of support, 24 x 7, 365 days a year, for your entire IT system.
- Delivering a support service in accordance with our stated service levels (see over page)
- A commitment to high levels of staff training, ensuring that the highest levels of accreditation are maintained.
- Co-ordinating internal and external parties to ensure a prompt resolution of a support call.
- Realising that the most important thing to you is the continuity of your business.
 - In response to a system failure we aim to have appropriate teams working on the problem within one hour. We will assist you to fully recover your system by reloading operating and application software and recovering data from your back-up.
 - In the case of hardware failure, we will, subject to availability, provide you with a temporary replacement and commit to return your equipment within three days of parts availability.
- A commitment to innovation and improved service delivery.
- Providing additional business benefit through a comprehensive range of pro-active managed services that are flexible and tailored to match your business requirements.



Panacea Managed Services

Service Levels

At Panacea we constantly monitor the delivery of services to our customers.

We've put into place 'five service levels' that enables us to measure the support services we deliver;

- We aim to provide a response by a qualified support consultant to 100% of calls within 2 hours.
- We aim to fix over 80% of all calls within eight working hours.
- We aim to close 80% of all calls within the same business day.
- We aim to provide you with an update on outstanding calls every 3 working days.
- Maintain a clear escalation process for critical call logs.

*We also value customer feedback. Customers have the option, via e-mail, to feed back an evaluation of our level of service for each call logged.



Panacea Support – Key Contacts

Commercial Director

Mike Olpin

Telephone: 01256 744057

e-Mail: molpin@panacea.co.uk

Manager, Infrastructure Services

Kevin Green

Telephone: 01256 744084

e-Mail: kgreen@panacea.co.uk

Manager, Application Services

Richard Thomas

Telephone: 01256 744079

e-Mail: rthomas@panacea.co.uk

Application Support

David Balmforth

Telephone: 01256 744082

e-Mail: dbalmforth@panacea.co.uk

Managed Services

Lani Charman

Telephone: 01256 744064

e-Mail: lcharman@panacea.co.uk

Business Solutions Director

Barry Wakelin

Telephone: 01256 744022

e-Mail: bwakelin@panacea.co.uk

Helpdesk Manager

Paul Clarke

Telephone: 0844 225 2500

e-Mail: pclarke@panacea.co.uk

Application Consultancy

Doug Hall

Telephone: 01256 744072

e-Mail: dhall@panacea.co.uk

Technical Support

Ed Stone

Telephone: 01256 744059

e-Mail: estone@panacea.co.uk

Manager, Workshop

Yousif Hirmiz

Telephone: 01256 744089

e-Mail: yhirmiz@panacea.co.uk

Headquarters

bartley house station road
hook hampshire rg27 9jf

Telephone: 0844 225 2465 (Local call rate from all UK landlines)



How to Log a Support Call

If you require assistance you should call our

Support Call Desk on – 0844 225 2500 (Local call rate from all UK landlines).

This number is manned from 08.00-18.00 hours Monday to Friday except Bank and Public holidays and covers all the service teams within Panacea.

Alternative methods of logging calls include:

e-mail - **support@panacea.co.uk**

support website - **www.support.panacea.co.uk**

(These services are available 24 hours a day but response will be within standard office time).

For call logging via the Web, please contact Support Desk to set up password arrangements.

Panacea can also provide extended cover, where different call and response arrangements may apply.

Our Call Management team will take your call and log the details at which point you will be asked to prioritise the call, Panacea operate a severity level policy.



There are four levels of severity, which are mutually agreed with the customer when placing the support call.

They are as follows:

1. Your operation cannot continue. Critical system failure.
2. Experiencing major problem. Impact on system usage apparent and critical, with essential users unable to work or key processes unable to operate.
3. Experiencing minor problem. Impact on system usage apparent but not critical, with elements of system not responding.
4. Basic system advise. No impact on system usage.

You will be issued with a unique call log number for your reference and put through to the relevant technical support professional to commence diagnosis of the problem. If they are unavailable, your support call will be returned as soon as someone becomes available.

On call closure, an e-mail is automatically generated and sent to the customer to confirm resolution.

You may be required to give your Service Agreement Number. Please note that all equipment and products under service are available on-line to the Call Management team.

You will be asked to provide a confirmed order for support for products not on your current contract.

If we can amend our service to meet your specific requirements please contact us. Also, as well as comprehensive support, Panacea offer a range of pro-active managed services that are flexible and can be tailored to suit specific customer requirements.



Support service levels and call logging methods summary

Level of Support

BRONZE 09:00 - 17:30 hours 2hr response Covers Monday - Friday excluding Bank & Public Holidays. Support beyond 17:30 hours by arrangement and chargeable at hourly rate.	08:00 to 18:00hrs	0844 225 2500
	18:00 to 20:00hrs	N/A
	20:00 to 08:00hrs Weekends & Bank Holidays	N/A
	e-mail	24hr* E-mail logging 24hrs but service agreements will dictate response time.
SILVER 08:00 - 20:00 hours 2hr response Covers Monday-Friday excluding Bank & Public Holidays. Support beyond 20:00 hours by arrangement and chargeable at our hourly rate.	08:00 to 18:00hrs	0844 225 2500
	18:00 to 20:00hrs	Hardware, Technical Support and Applications Support via a dedicated pager number issued as part of your support contract.
	20:00 to 08:00hrs Weekends & Bank Holidays	N/A
	e-mail	24hr* E-mail logging 24hrs but service agreements will dictate response time.
GOLD 7 x 24hr cover with 2 hr response Covers 7 x 24hr cover 2-4 hour response levels. Full support cover 24 hrs a day, 365 days per Year.	08:00 to 18:00hrs	0844 225 2500
	18:00 to 20:00hrs	Hardware, Technical Support and Applications Support via a dedicated pager number issued as part of your support contract.
	20:00 to 08:00hrs Weekends & Bank Holidays	As above
	e-mail	24hr* E-mail logging 24 hrs but service agreements will dictate response time.

1. Calls made outside your Cover Plan will be charged at the prevailing rate.

2. *E-mail logs will only receive a response during standard working hours. All urgent logs should be placed by telephone.



Complaints Procedure

We appreciate that there may be times when a call is not dealt with to your satisfaction. If this is the case then we want to hear about it. By doing this we can ensure that we maintain a high level of customer service.

You can raise a complaint as follows:

- **By Telephone – Contact the appropriate person on the key contacts page of this guide.**
- **By e-mail – support@panacea.co.uk heading your email “complaint”.**

By registering a complaint, as part of our ISO9001:2000 quality measurement procedures we will investigate the matter and reply to you with our findings.



Panacea Managed 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 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 24x7 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 will provide your business with the IT skills that your business needs, yet would be uneconomic to employ. 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 and tools it will 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 to 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 continual challenge of ensuring that their systems remain aligned. A Panacea Managed Service is scalable allowing your IT investment to keep pace with the demands of your business. Systems Monitoring will provide for a pro-active and orderly response to anticipated problems.

Panacea Managed Services

Panacea Managed IT services offers pro-active, flexible and tailored outsourced IT services. The extensive range of services offered by Panacea are grouped into six 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.



Panacea Network Manager

Ensure the maximum security of your server and user network with Panacea Network Manager.

Panacea is now able to offer you a pro-active dimension to support that will maximise the security of your server and user network. This will minimise the downtime of your network and greatly enhance the security of its operation. Panacea Network Manager is an integrated web based solution that provides a range of services on the server and across the entire network. For more information please contact your Account Manager or a member of the Panacea Support team.

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.

Further information may be obtained from your account manager or as of the key contacts listed within this guide.



panacea limited

bartley house station road
hook hampshire rg27 9jf

t: 0844 225 2465 (Local call rate from all UK landlines)

e: enquiries@panacea.co.uk
www.panacea.co.uk



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