

panacea managed services

managed service modules
service levels matrix

Panacea Managed Services - Service Modules

Section	Managed Services Modules	Page
1	Infrastructure - Managed Services Module	2
2	Software Applications - Managed Services Modules 1. Sage and Microsoft Dynamics NAV ERP 2. Sage Payroll 3. Sage CRM 4. Business Objects	3 4 5 6
3	Databases (IDS, SQL, Oracle) - Managed Services Module	7
4	Helpdesk – Outsourced: Managed Services Module	8
5	'Virtual' IT Director/Manager: Managed Services Module	8

1. Infrastructure – Managed Services Module

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	Silver	Gold	
Standard entry level break fix contract of all hardware on site	●	●	●	
Remote administration of users and email accounts	●	●	●	
Daily remote monitoring of backups	●	●	●	
Asset register of all IT equipment maintained	●	●	●	
Proactive System Engineer maintenance site visits - 1 per quarter	●	●	●	
Proactive System Health Check visits include: Security Patch Management, System Log Monitoring, Virus Definition Management,	●	●	●	
Quarterly performance reports		●	●	
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		●	●	
Agreed frequency of engineering site visits. (per day/week/month)		●	●	
Annual strategic review meeting. (date and time as agreed with customer)		●	●	
Call priority for all calls for support registered at the Helpdesk.		●	●	
Full Technical Support cover for all products included within the services		●	●	
Remote administration of all servers		●	●	
Out of hours and holiday cover available upon request		●	●	
Full time onsite engineering resource including cover for both holidays and sickness			●	
Call management of 3rd party hardware and software			●	
Remote monitoring of servers available			●	

2.1 Software Applications – Managed Services Module

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

Sage and Microsoft Dynamics NAV ERP

	Bronze	Silver	Gold
Standard entry level 'break-fix' maintenance service for software faults over the telephone or remote link (Does NOT include support of Customers in-house development or services surrounding upgrades or proactive administration).	●	●	●
Basic monthly or quarterly housekeeping functions		●	●
Temporary File Clear Down		●	●
Removal of Unnecessary files,		●	●
Disc-space check		●	●
System Log Backup and Clear Down Service		●	●
Optimization of Sage System performance to maximize system efficiency		●	●
Complex monthly outside of normal office hours tasks			●
Stock History, WOP, POP History, Batch Clear Downs			●
PL+SL+NL and SOP+POP+WOP Archiving			●
Data Recovery Test completed once annually			●
Undertaking Monthly Period End close down routines (Excludes General Ledger, which is Customer controlled)			●

2.2 Software Applications – Managed Services Module

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

Sage Payroll

	Bronze	Silver	Gold
Standard entry level 'break-fix' maintenance service for software faults over the telephone or remote link (Does NOT include support of Customers in-house development or services surrounding upgrades or proactive administration).	●	●	●
Entry level service to undertake the year end payroll upgrade		●	●
Installation of Sage Payroll upgrade software		●	●
Installations of E-Filing upgrade software supplied by the Inland Revenue as and when required, normally installed during March of each year		●	●
Run: Statutory end of year return for employees from employers P35's			●
Run: Statutory end of year certificate for employee's P60's			●
Produce and submit the year end Inland Revenue electronic submission			●
Perform Sage payroll year end routines			●
Advise Customer on activities required for the new payroll year			●

2.3 Software Applications – Managed Services Module

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

Sage CRM

	Bronze	Silver	Gold
Standard entry level 'break-fix' maintenance service for software faults over the telephone or remote link (Does NOT include support of Customers in-house development or services surrounding upgrades or proactive administration).	●	●	●
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)		●	●
<ul style="list-style-type: none"> Check the Sage CRM workgroup logs to ensure efficient use of hard drive space, redundant TEF files will be removed 		●	●
<ul style="list-style-type: none"> Ensure peak Sage CRM performance by means of re-indexing and database shrinking 		●	●
<ul style="list-style-type: none"> Check the backup procedures are working 		●	●
<ul style="list-style-type: none"> Check the systems event log for any Sage CRM database errors or anomalies, resolving any issues. 		●	●
<ul style="list-style-type: none"> Monitor space usage of the database, ensuring there is enough space for database growth 		●	●
<ul style="list-style-type: none"> Complete any outstanding Administrative tasks upon prior request, (remove old users, realign territories, team security etc.). 		●	●
<ul style="list-style-type: none"> Integrity checks the database for data redundancy error. Data errors found will be fixed where possible, all record deletions will be confirmed by telephone 		●	●
<ul style="list-style-type: none"> Maintenance of remote users and synchronization server. 		●	●
Summary report covering the status of the Sage CRM database and any remedial action taken will be presented.		●	●
Quarterly Performance Report with recommendations		●	●
Additional cover outside the above hours at Weekdays, Weekends and Bank/Public Holidays			●
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.			●

2.4 Software Applications – Managed Services Module

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

Business Objects

	Bronze	Silver	Gold
Standard entry level 'break-fix' maintenance service for software faults over the telephone or remote link (Does NOT include support of Customers in-house development or services surrounding upgrades or proactive administration).	●	●	●
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) <ul style="list-style-type: none"> 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 		●	●
Summary report covering the status of the Business Objects Repository database and any remedial action taken will be presented.		●	●
Quarterly Performance Report with recommendations		●	●
Additional cover outside the above hours at Weekdays, Weekends and Bank/Public Holidays			●
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.			●

3. Databases: (IDS/SQL/Oracle): Managed Services Module

	Bronze	Silver	Gold
Pro active management of databases through monitoring identifies performance issues allowing appropriate remedial action to be taken.			
Standard entry level 'break-fix' maintenance service for software faults over the telephone or remote link (Does NOT include support of Customers in-house development or services surrounding upgrades or proactive administration).	●	●	●
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.		●	●
The dial-in sessions will:- <ol style="list-style-type: none"> 1 Regularly monitor the database performance to ensure maximum performance is maintained. 2 Check that backup procedures are working. 3 Remove unwanted archive log files if required. 4 Check log files for error messages and resolve any issues. 5 Monitor space usage within the database ensuring there is enough free space for object growth. 6 Monitor System Global Area performance and tune in necessary. 7 Check for worst performing Database statements and tune where necessary. 8 Complete any required maintenance tasks (remove old users, create new accounts etc). 9 Monitor outside specification performance. 		●	●
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.		●	●
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:- <ol style="list-style-type: none"> a Identify bottlenecks. b Provide advice for future recommendations. c Identify resource contention. d Tuning of the database 			●
Access to outside of normal working hours cover			●

4. Helpdesk – Outsourced: Managed Services 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.

	Bronze	Silver	Gold
<p>Helpdesk Availability</p> <ol style="list-style-type: none"> 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 			●
<p>Panacea Helpdesk Service</p> <ol style="list-style-type: none"> 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. 			●
<p>Helpdesk Performance Reporting</p> <ol style="list-style-type: none"> 1 Panacea supply quarterly call performance statistics as standard. 2 Any special requirement will be discussed during the set up phase 			●

5. 'Virtual' IT Director/Manager: Managed Services 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.

	Bronze	Silver	Gold
<p>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.</p>			●



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



Certificate Number LRQ 4002457

registered in
england no. 2052916

CUSTOMER RELATIONSHIP MANAGEMENT 

ENTERPRISE RESOURCE PLANNING 

BUSINESS INTELLIGENCE 

 **MANAGED SERVICES**

INFRASTRUCTURE 

INTEGRATION 