

Panacea Client Support

WELCOME PACK



Panacea National Support Centre

01256 30 5000

Head Office, Sales & Admin. Enquiries

01256 30 5050

www.support.panacea.co.uk

www.panacea.co.uk



Panacea Services Division

"For all your support needs... whenever you need it!"

Welcome to Panacea Client Support

On behalf of all my service colleagues, I would like to welcome you as a customer of Panacea, and to our Client Support in particular. I hope that this will be the start of a long and productive relationship for us all.

Panacea is focussed on providing proven, integrated business process solutions for our customers that deliver real business benefit. Naturally, our integration activities extend to our Client Support on which covers the full range of IT requirements that you may have - from hardware and network maintenance, to operating systems, applications and databases.

By deciding to place your support business with Panacea, you have accessed a dedicated team of over 70 IT specialists to help solve your problems and develop your IT systems to do what you originally intended; to work to the benefit of your business and your customers. As one of only seven Microsoft Gold Partners for Support Services, and a key partner with IBM, Sage Enterprise, Hewlett Packard, Citrix and Business Objects, we can also bring the skills of these partners to further enhance the services we provide to you.

Our Welcome Pack provides you with an introduction to our support system; how to log calls; how to monitor the progress of those calls via our Support Website; and how to get in touch with key members of the service team when the occasion demands. The Welcome Pack is downloadable from www.support.panacea.co.uk

We make every effort to focus on providing the best possible service, and regularly monitor our progress in terms of response, same day closure of calls, and the progress of those incidents that take longer to fix. We call these targets our 'Five Pillars of Support Service'. These are detailed in the Welcome Pack and the support website.

My team will keep in touch with you and try to meet you from time to time. If you ever need to make an enquiry about any aspect of your systems, or wish to explore opportunities such as holiday cover, managed service or outsourcing, please do not hesitate to call myself on **01256 30 50 50** or one of my colleagues on **01256 30 5000**.

I very much look forward to working with you.

Kind regards,

Mike Olpin

Panacea Commercial Director



Panacea

Client Support

"For all your support needs... whenever you need it!"

Panacea - the company

The Panacea Vision

- To become the UK's recognised leader in specialist mid-range managed IT services and solutions.

The Panacea Mission Statement

- To deliver long term trusted and skilled IT partnerships for the design, development, deployment and management of IT business solutions that help support our clients' business ambitions.

The Panacea Customer Charter

- To meet the needs of our clients through understanding, flexibility and the pursuit of excellence in all our client engagement.
- To be highly proactive and responsive; delivering genuine added value to all products, services and solutions from the smallest to the largest projects.
- To build open relationships at all levels and to be consistent in our commitment to provide innovative solutions and quality managed support services.
- To engage in partnerships that increases corporate performance, growth and profitability for all parties.

Our promise to you

Panacea Customer Service Charter

The Panacea Service Charter aims to put the customer at the centre of our operations by:

- Providing the option of 7 x 24 x 365 cover for all hardware and business applications.
- Ensuring the highest levels of customer care in order to facilitate efficient resolution to problems.
- Co-ordinating the response between our service teams to manage the problem for you.
- Keeping you informed on the progress of your logged call.
- Resolving your call as soon as we can within the contracted response times.
- Giving the highest priority to your call if your system is down and aiming to achieve a response time of less than one hour of receiving your call.
- Providing you with a temporary replacement, where available, if it is necessary to remove an item of hardware for repair off-site.
- Repairing removed items within three days of parts availability.
- Assisting you to recover your system by reloading operating and applications software and recovering from your back-up after a major failure if you request it.
- Providing access to one of the most highly skilled IT support teams in the UK.
- Developing our services to provide you with Web-enabled reports and Web logging of your systems' issues.

Quality of service


Panacea's Five Pillars of Quality Service

At Panacea we constantly look at ways that we deliver services to our customers - right across the board!

For instance the increased complexity of systems means that Panacea project management during implementation is now seen by our customers as vital to ensure project success. In Panacea Client Support, we constantly review the quality of service that we provide.

How do we meet the demands of your business as we deal with over 50,000 customers calls a year?

We've put into place '**Five Pillars of Quality Service**' which helps us to design the support services we deliver - with the customer in mind. We believe that it's only by attainment of these quality targets that we will provide you with some of the best levels of service in the industry.

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- 1 80% of all calls must have a response by a qualified support consultant within two hours.
 - 2 100% of all calls must have a response within four hours.
 - 3 We aim to fix over 80% of all calls within eight working hours.
 - 4 We aim to close 80% of all calls within the same business day.
 - 5 Report and escalation processes must be in place for all critical activities.

** Regular monitoring of calls is undertaken on call closure and customers have the option, via e-mail, to feed back an evaluation of our level of service.*

Customer care contacts

Who to contact

If Panacea's Service does not meet or exceed your expectations we want to hear from you. Please telephone, write or e-mail the Systems Support Director or one of the management team.

■ Commercial Director

Mike Olpin

Telephone: 01256 30 50 50
e-Mail: molpin@panacea.co.uk

■ Manager, Infrastructure Services

Kevin Green

Telephone: 01256 30 50 84
e-Mail: kgreen@panacea.co.uk

■ Manager, Application services

Richard Thomas

Telephone: 01256 30 50 79
e-Mail: rthomas@panacea.co.uk

■ Applicaton Support

David Balmforth

Telephone: 01256 30 51 91
e-Mail: dbalmforth@panacea.co.uk

■ Managed Services

Lani Burton-Hall

Telephone: 01256 30 50 64
e-Mail: lburtonhall@panacea.co.uk

■ Business Solutions Director

Barry Wakelin

Telephone: 01256 30 51 40
e-Mail: nrandell@panacea.co.uk

■ Helpdesk Manager

Paul Clarke

Telephone: 01256 30 50 00
e-Mail: pclarke@panacea.co.uk

■ Application Consultancy

Doug Hall

Telephone: 01256 30 50 72
e-Mail: dhall@panacea.co.uk

■ Technical Support

Ed Stone

Telephone: 01256 30 50 59
e-Mail: estone@panacea.co.uk

■ Manager, Workshop

Yousif Hirmez

Telephone: 01256 30 50 89
e-Mail: yhirmez@panacea.co.uk

Headquarters

Winton House
Winton Square
Basingstoke, Hampshire
RG21 8EN

Tel: 01256 30 50 50
Fax: 01256 30 50 30

National Support Centre

Units 1 & 6, Murrell Green Business Park
London Road, Hartley Wintney
Nr. Hook, Hampshire
RG27 9GR

Tel: 01256 30 50 00
Fax: 01256 30 50 66

West Country Office

East Devon Business Centre
Heathpark, Honiton
Devon
EX14 1SF

Tel: 01404 548 893
Fax: 01404 548 892

Summary of services

I didn't know you did..

- **Business Consultancy** - Our highly experienced team of consultants can advise you on business and IT strategy including systems solutions and project management.
- **Managed Services & Outsourcing** - Panacea can administer and manage your systems for you - from weekly or monthly checks of key processes such as back-ups, to full scale outsourced system management. If you require on-site cover during periods of holidays, sickness or if your IT management post is vacant, we can provide you with specialist interim cover.
- **Hardware Support** - Our on-site service is designed to meet ALL your hardware maintenance needs. The team also provides planned maintenance, upgrades and even assistance with relocation.
- **Technical Support** - Panacea provide support for most of the key systems used to run your business including: Windows, AIX, SCO, Linux. Support for mail systems include Microsoft Exchange and Lotus as well as support for your systems' security and VPN.
- **Applications Support** - Panacea's dedicated team provide support for SCM, ERP and CRM business applications and the databases that power them such as Microsoft SQL, Oracle and Informix IDS.
- **Networking & Cabling** - We have a very experienced cabling team who can advise and install your cabling and networking requirements over LANs and WANs and, of course, your wireless networking solutions.
- **Disaster Recovery** - Panacea can provide an inexpensive, specialist service that could prove vital to your business. The loss of a server through fire, theft or flood can have enormous impact and its cashflow. We can provide a replacement server and an engineer to work with you until the system is running effectively. We can achieve this within one working day.
- **Database Administration** - We have fully trained staff who can help you get the most from your databases such as Microsoft SQL and Oracle. The team can support this within a complex ERP environment including Sage and management tools such as Business Objects.
- **Helpdesk Services** - Should you wish, you can outsource your internal helpdesk to Panacea. We can supply staff with just a single number to call. We'll then log the call and pass it to our technical teams to fix the problem.
- **Training & Consultancy** - Panacea can provide assistance with standard training courses or client specific needs agreed with our consultants ranging from commercial software applications to complex technical operating systems and networking environments.
- **Software Development** - Panacea has strong software development skills in both Java and Microsoft .NET. Our teams have worked with IBM and Microsoft to deliver early adopter solutions in each of these core technologies and as such, have a very close working relationship with both companies that provide us with an inside track that can benefit our customers. Our team is also responsible for the ongoing development of our own real-time integrated business products: AMERIGO for real-time integrated e-business and supply chain management, Warehouse Manager for real-time inventory management and EPOSi for real-time integration between electronic point of sale devices and core business systems.

The above summarises our principal service offerings. However, if you require other services not mentioned here, please contact us on 01256 30 5000 for more information.

Server monitoring

Panacea Hawkeye - Comprehensive. Cost-effective. Customer focussed.

■ What is Hawkeye?

Panacea's Hawkeye service is a unique combination of software functionality and high levels of service. It offers every type and size of business a facility to closely monitor servers and many other critical areas and provide a rapid response should key parameters go out of range. As a software-based solution, Hawkeye is generally run remotely from our National Support Centre although it can be installed onto a customer site as an option. It is also agentless – in other words, it doesn't need any software to be installed on the monitored device itself.

And there's more.

Hawkeye is not just a hardware monitoring service. Other applications include:

- Standard server monitoring such as RAM, disk, CPU and many more features
- Web server monitoring including individual URLs and links
- Monitoring of any network device
- Windows and UNIX based systems
- Monitoring of discreet Windows processes to ensure key events take place such as backups or reports etc.
- Any SNMP device
- Oracle, DB2 and SQL server databases.

■ How does Hawkeye work?

The Panacea response team will be alerted to out of range activities or actual faults and will respond within the agreed service levels. This may even include restarting the processes out of hours to ensure your business remains fully operational.

■ Is Hawkeye a flexible solution?

The system is infinitely configurable to ensure alerts are only generated when absolutely necessary and, if desired, your own team can receive alerts. The software produces web-based output, enabling you to monitor your network at any time using any device that has Web access. Alerts can be sent in a number of different ways including e-mail and SMS.

■ What else does Hawkeye do?

When not alerting, Hawkeye is constantly storing data to enable a variety of logs and reports to be generated. These may be used for identifying trends or even opportunities to promote changes to working practices or to distribute the load on your servers more efficiently.

■ Who do I contact for more information on Hawkeye?

To find out more please contact your account manager or our Hawkeye Product Manager, Ed Stone, on 01256 30 50 00 or e-mail estone@panacea.co.uk.

How to log a support call

How to Log a Support Call

If you require assistance you should call our **RESPONSE CENTRE** number - **01256 30 5000**.

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 responses will be within standard office time).

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

Panacea can also provide extended cover, where different call and response arrangements may apply, and these are detailed within this Welcome Pack.

Our Call Management team will take your call and log the details at which point you will be asked to prioritise the call. For instance, if your server has failed it is deemed urgent and will be regarded as a 'priority one'. 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 organisation to confirm resolution.

You may be required to give your Service Agreement Number. Please also 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.

Panacea 7 x 24 x 365 cover is constantly developing. If you need help, please contact us to see if we can provide you with the levels of cover you need. Our current arrangements include:

- MS Windows Server 2000 \ 2003
- AIX
- HACMP
- Microsoft clustering
- Sage CS/3, Line 500 & Sage 1000
- BusinessObjects
- MS SQL Server
- MS Exchange / Office
- Intel & Linux Server
- Storage systems
- CRM systems
- Informix

Severity Levels

All your calls are allocated to the relevant Applications Support, Technical Services or field technicians. We use a call logging system facilitating complete tracking of calls from receipt to conclusion.

With over 50,000 calls per annum, the support centre aims to respond on-line to incoming calls, or as soon as a specialist becomes available within the contract service levels.

As part of the standard support arrangements, Panacea operate a severity levels policy. There are four levels of severity, which are mutually agreed with the client when placing the support call.

They are as follows:

1. Your operation cannot continue. System crashed with major critical 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.

We consider ALL calls to be important but acknowledge that there are occasions when our customers prefer us to respond in a manner (or at a time) that is more convenient to both parties.

Applications & Technical Services

The standard service provides for a hotline telephone response only. Problem resolution will be provided through telephone assistance or the despatch of a fix (where appropriate) either by post, over a modem line or via the Internet (assuming appropriate communications infrastructure is in place). The service is primarily designed to provide support on technical matters and faults. Service calls requiring training will be chargeable.

Comprehensive System Management options are available.

On-site support will be charged at prevailing rates.

Hardware Support & Field Engineering

All hardware is covered by an on-site agreement. This provides for a suitably qualified engineer to attend your location or the designated location to repair or replace the appropriate product. Where it is necessary to remove the item for repair we will endeavour, but cannot always guarantee, to provide a short-term replacement. Some products, in particular printers, have specific duty lifecycles which dictate their typical working life. Where a product is deemed to be beyond economic repair or outside its product duty cycle we will recommend a replacement.

Consumable items for example, print heads, toner cartridges, plastic casings, laptop LCD screens and other items are not covered.

*Please contact us on **01256 30 5000** if you would like to add any items to your contract.*

Your Service Agreement & Billing Options

Your service agreement is an important document and includes schedules of products under cover. It is vital that the schedules are kept up to date and accurate. Your users may purchase additional equipment or upgrades that require cover and are vital to your IT system. Please ensure that all such items are added as soon as possible.

(Please also note that most warranty arrangements are back to base and do not include temporary replacement).

- Service billing is annually in advance.
- Discounts are available on **multi-year contracts**, (3 & 5 year options available).

Major Damage or Theft

Occasionally, clients experience severe disruption due to unforeseen events such as theft, fire or flood. These events are covered under our Disaster Recovery programmes and are outside the terms of our standard service agreements.

Disaster recovery can take many forms and Panacea offer a wide range of options. Further information is available on request.

If you do not have a contract but need help, please contact us and we'll do all we can to assist you.

Backups

We cannot emphasise enough the importance of all users having a comprehensive and reliable system backup strategy.

It is vital to the commercial well-being of your company that these are regularly checked and validated by your own staff. **Panacea cannot accept responsibility for the loss of data howsoever caused.**

We can offer assistance on backup strategies as recommended by our in-house consultancy services team.

Panacea's levels of support service and call logging methods

LEVEL OF SUPPORT		18:00 to 20:00hrs		e-mail
STANDARD 09:00-17:30 hours with 4 or 8 hour response options <i>Covers Monday - Friday excluding Bank & Public Holidays. Support beyond 17:30 hrs by arrangement and chargeable at our hourly rate.</i>	Call Centre 01256 30 5000	N/A	N/A	24hr (see note) E-mail logging 24 hours but contract terms will dictate response. Also via our dedicated support site (see panel below)
PREMIER 08:00 - 20:00 hours with 2-4 hour response options <i>Covers Monday-Friday excluding Bank & Public Holidays. Support beyond 20:00hrs by arrangement and chargeable at our hourly rate.</i>	Call Centre 01256 30 5000	Hardware & Technical Support via pager 07659 100403 Applications Support via pager 07659 140276	N/A	24hr (see note) E-mail logging 24 hours but contract terms will dictate response.
PREMIER PLUS 7 x 24 hour cover 2-4 hour response levels <i>Covers 7 x 24hr cover 2-4 hour response levels. Full support cover 24 hrs a day, 365 days per year.</i>	Call Centre 01256 30 5000	Hardware & Technical Support by pager 07659 100403 Applications Support via pager 07659 140276	Via pager 07659 100403	24 hour E-mail logging 24 hours but contract terms will dictate response.

Please Note:

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.

Contact Panacea Client Support on:

01256 30 5000

e-mail: support@panacea.co.uk
web: www.support.panacea.co.uk



Panacea Client Support

"For all your support needs... whenever you need it!"

Panacea's world-class partners & associates



Panacea solutions. Innovation for the workplace...

