

Panacea Customer Support Services

IT management a headache?

Fully integrated, affordable IT management for businesses of all sizes



*Leadership in Application
& Infrastructure Systems
Integration*

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For some time now, Panacea has been providing high quality, proactive, flexible, and tailored outsourced support services to an increasing number of its customers who came to us because they needed much more than just a maintenance service.

Our client list includes major high street brands and household names. Some had specific challenges embracing new technologies while others needed access to a comprehensive range of skills to control and manage their entire network.

What are the benefits to the customer?

- Budget control: a fixed-price service
- Access to highly skilled specialists
- Guaranteed access to the latest technology
- Fewer IT staff demands for training
- A tailored service covering hardware and software maintenance and systems administration
- Reduced downtime and increased access to systems and data
- Defined service benchmarks and service level agreements.

The key to our service is that we get to know your company, staff and systems much better.

The aim is to provide you with a value-based service that helps keep the IT systems, which are so crucial to running your business, more **stable, available** and **secure**.

Panacea Managed Services - Customer Case Studies

LEADING ESTATE AGENT

Market position: High value commercial sales & lettings

The client acknowledged the need to use IT to develop their business but did not see IT as core to their operation and didn't want to recruit internal IT resource. Also, their network needed reconfiguration following a previous implementation.

Panacea was asked to take over maintenance and stabilise the network. This was achieved quickly and a full, managed service put into effect to take full responsibility for hardware and technical software maintenance. A dedicated engineer was appointed to the project to provide full management for servers and mail systems. This client now has a full managed service including all maintenance, with fixed budgets. Additional arrangements include on-going technology refresh with many of the engineering fees included. The implementation of a VPN enhanced the potential to develop the service.

Medium sized businesses have complex IT needs and demand high levels of service. Even with multiple sites, a cost effective outsourcing service can be provided. The service is flexible, to grow along with the business and cost savings of over £300,000 have been achieved.



DRUG DEVELOPMENT COMPANY

Market position: Technological leader in advanced biomedical polymer systems

After significant corporate re-organisation, this company decided to outsource its key IT functions. In particular, its aim was to enable internal resources to focus upon system development whilst leaving the operation of the network and day to day maintenance to a third party. Panacea was selected after meeting strict selection criteria. Key differentiators were the reliability of Panacea's service and our commitment to providing an on-site engineer combined with an off-site technical helpdesk. The service also includes 7 x 24 remote monitoring of key servers using Panacea's Hawkeye service.

The service enables the small, internal team to focus on system development while leaving all the routine tasks to Panacea who have the skills to cover all those requirements.



MAJOR HIGH STREET RETAILER

Market position: Household name in high volume retail sales

After making a strategic decision to invest in a new sales forecasting application, this major retailer decided to outsource the maintenance and administration of the server, database and operating system to Panacea. The infrastructure, running AIX and DB2 on an IBM RS/6000, was not a strategic fit with existing equipment so Panacea were able to provide a turnkey project and service solution. This involved sourcing hardware, managing the technical aspects of the project and preparing administration routines. The skillset was core to Panacea with its team conducting predefined daily, weekly and monthly checks on the operating system and database.

The team pro-actively address all IT issues ensuring consistent high levels of availability. In fact, over a two year period, the system has experienced no unplanned downtime.

Handing over of non-core technologies to third parties increases availability and lowers total cost of ownership (TCO).



FORMULA ONE RACING TEAM

Market position: Leading F1 motor racing team

This customer viewed the availability of its ERP system, along with Panacea's own warehouse management module, as absolutely crucial in providing support to the business. This is due to the racing team's need for mission-critical data in order to remain competitive - both globally and 24 x 7.

Finding a service provider who fully understood the business requirements as well as offering the required breadth of skills and experience was a problem. Panacea undertook a study to understand the need, held workshops with key consultants and designed a bespoke 24 x 7 service that had elements of reaction, response and pro-activity. The key to the success of the service was the use of Panacea's Hawkeye service to monitor all key hardware, applications and MS Windows processes.

Appropriate services can only be provided by a full understanding of business needs and managed service is not an 'out of the box' solution. However, Panacea's expert resources, along with Hawkeye's exceptional functionality, can provide a mission-critical service at an attractive price.

