



Microsoft



BT Innovate.

Intelligent IT support.

Enabling you to do more business.

Save valuable business time with specialist IT support.

General Terms of Service: End User Support service does not include educational or hand holding assistance on Microsoft Office products such as "how do I..." queries on functions within Microsoft Office. All changes under the Change Management process are chargeable under Time and Materials except those which are implemented to fix an existing fault, excluding version upgrades. BT requires a VPN capable firewall which can facilitate secure connectivity for remote fault diagnosis and support, if this does not exist, BT can provide other options. All supported software should be at current version (or one previous). This service includes remote support for the following AntiVirus software - Trend, Sophos, Macafee and Symantec. During a Virus outbreak support will be under Time and Materials. Server restoration is bound by a maximum of 2 onsite (multi-day if necessary) major incident resolutions per year, after which this will be charged under Time & Materials and the Customer must provide valid backup media and data. All critical user data on Desktops or Laptops should be stored safely on a Server and/or regularly backed up. This service is designed to accommodate a maximum number of incidents per month. Innovate100 is for Customers with up to 100 IT users, Innovate150 is for Customers with 101 - 150 IT users and Innovate200 is for Customers with 151 - 200 IT users. For Innovate100 Customers this maximum number of incidents per month is 50, Innovate150 is 75 per month and Innovate200 is 100 per month. The monthly service review will be used to track the service levels including volume of incidents. This service has been competitively priced based on real effort experienced by our established BT Service Centre and therefore BT would not generally expect these call volumes to be exceeded.

Let BT Innovate set your business free.

Most businesses spend a lot of valuable time, money and effort fire fighting IT issues. BT can help you **innovate** the way in which you deliver internal IT services by providing an exceptional quality of support, allowing your organisation to focus on its critical core business.

BT will provide an experienced team, not a call centre but an ITIL* focused and highly qualified Service Centre, who can resolve the majority of issues at first point of contact. This **Single Point of Contact** will become your local partner for IT issues, by taking full ownership of every incident. The BT Service Centre can deal with all your supported IT issues providing an end to end solution. The BT Service Centre is focused on managing IT for business customers.

Customer interaction is a dedicated local team who understand the impact of IT problems on business performance. A major benefit of this **innovative** service is the introduction of 24x7 **proactive management** of critical infrastructure and applications, with automated reporting on availability and performance. This is a real opportunity to move from fire fighting to quality pre-emptive and proactive support.

Would you like to have your current IT resources focus on critical business projects and remove the complexity of supporting end users, servers and connectivity? BT Managed Services can help you do something different with the often complex dilemma of IT service provision, allowing you the **time to Innovate**.

What does this service include?

► Setup

BT will visit your site that hosts your core infrastructure and will check hardware and software configurations to enable us to support you more effectively. A key output of this visit will be documentation detailing key aspects of your desktop, server and network environment. BT will also provide you with a Customer Handbook detailing how to use our service, contacts for escalation and roles and responsibilities.

BT will also configure a remote, secure VPN group (Virtual Private Network) on your firewall to allow us to remotely support your IT. BT will then implement our proactive monitoring tools to keep a watchful eye on your infrastructure and core server applications.

Before the launch or 'go live' date of your managed service with BT we will send a BT representative to your main site - who will educate users on how to take advantage of the new service.

KEY FEATURES

► Service Centre

BT will provide a Single Point of Contact from **Monday to Friday 9am-5pm**. This includes access to highly skilled support people who are already supporting a wide range of customers on all the core technologies you would expect from the major vendors such as Microsoft, Citrix, and HP.

BT will remotely connect to end user desktops (or laptops), servers and network devices to provide fault resolution for IT incidents and problems, or to implement changes. Customers can conveniently log incidents via telephone, email or securely via the Internet to the BT Service Centre.

► Proactive Management

BT will configure and proactively monitor your critical servers and network devices but also key applications such as Exchange, SQL, Citrix and backup services. Most IT organisations provide some element of proactive support, however BT has completely automated its alerting platform to include prioritisation of faults, ability to copy key alerts to the Customer, built in SLA clocks with automated escalation before any incident breaches its agreed service level. Although many customers will not require full 24x7 support BT will monitor your critical devices and applications 24x7 to provide further assurance to maintain availability and performance of your infrastructure and applications. The proactive monitoring portal will be accessible by you 24x7 in real-time, so you can view the performance of your critical servers, core network and application services.

► Server Support

Remote expert help for Server hardware issues and the following critical applications: **Microsoft Active Directory, Exchange Server, SQL Server and Citrix Presentation Server, Websense, ISA and MIMESweeper** and remote help for either Symantec Backup Exec or Commvault backup software. Hardware maintenance or break/fix can also be provided at an additional cost.

► Network Support

Remote help for Cisco or Nokia firewalls and Cisco routers or switches which includes connectivity issues and secure access management, ensuring you can access applications and the Internet.

► End User Support

Remote help for end users on Microsoft Windows XP, Microsoft Office including Outlook, Internet Explorer and File & Print Services.

► Security

BT will manage critical patch deployment for servers, network devices and desktops and will regularly ensure that your Antivirus is up to date providing you with maximum protection against Malware.

► Restore

Server restoration after serious failure - within our team we have experts in the restoration of Active Directory, Exchange, Database and Citrix technologies providing you with recovery assurance in the event of a serious problem. Usually for this type of complex activity we will attend your site.

► Change Management

BT will provide a simple yet risk-free change management process to your business for all changes within the supported IT service. This allows BT to request authorisation from you to make service improvements to your existing IT infrastructure.

► Problem Management

During a serious outage or major issue BT will provide a Problem Manager who will co-ordinate, own and drive resolution of a serious fault, using whatever resources are required from the Service Centre depending on the nature of the problem. Often this includes managing a restore scenario and ensuring communication with you is regular and clear. A key output of this process is a major incident report.

► Onsite Support

When a remote fix is not possible in a small number of cases, BT will provide up to 4 hours per month of onsite help, for example when a server has a hardware issue. To keep this cost effective we have kept the number of hours low, as most issues can be resolved remotely, but at anytime additional hours can be purchased at competitive rates.

► Reporting

BT will provide an automated secure online reporting each month detailing your availability and service performance, which then will be reviewed with your Service Manager. The report will show accurate statistics and trends on your service with BT, giving you valuable management information. We will also make recommendations for service improvements.

Whatever the size of your business, IT that runs smoothly is critical to its success

► Service Management

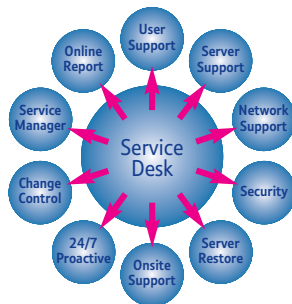
BT will contact you each month to assess service performance, discuss any issues and provide recommendations for service improvement. On a quarterly basis a face to face meeting with your Service Manager will give you further confidence in our managed service. The Service Manager will also act as a single point of contact for escalation and will work with you to help shape your ongoing service needs from BT.

BUSINESS BENEFITS

Businesses today are challenged to keep their IT investment current and secure. Two in three SME organisations do not update their systems on a regular basis, yet over 75% of organisations see IT as critical to the efficiency and competitiveness of their business. BT Managed Services deliver medium sized organisations real business benefits:

- Clearly defined costs delivering simple budgeting
- A managed service from one of the worlds leading suppliers delivering the confidence that with BT as your IT partner you will have the strength, depth, knowledge and experience you need in critical IT
- IT assets remain secure, current and relevant to the business ensuring access to applications to facilitate fast, effective business decisions
- Proactive Infrastructure support from desktop to the Internet
- One support vendor responsible for all core elements of infrastructure
- Clear procedures to obtain fast, efficient IT support to provide consistent access to application
- Overheads reduced - customers no longer need to obtain and train IT support staff in-house
- Enables you to focus on training and staffing in core business - not IT

- Efficiency and competitiveness are increased by reducing ad-hoc internal support - ensuring a consistent, quality of approach to IT service throughout the business
- Management reports delivered automatically to support business change and growth
- Reports that will enable you to make decisions on prioritising what projects get implemented to provide the greatest return on investment



BT Innovate customers can concentrate on core business activities safe in the knowledge that their IT is being protected by a trusted partner.

*ITIL (IT Infrastructure Library) is an integrated set of best practice recommendations accepted globally for IT service management. ITIL covers areas such as Incident Management, Problem Management, Change Management, Release Management and the provision of a quality Service Centre. All of our Service Centre people are ITIL trained and/or certified.

If you would like to talk to a local BT advisor about BT Innovate or any aspect of our complete ICT service, please email us on innovate@bt.com