



Service Catalogue

Your secure data centric guardians

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End User Compute Managed Service

1 Introduction

Amicus ITS are secure data centric guardians. We follow the tough regulatory procedures of ISO 20000, ISO27001 and ISO 9001, along with the process frameworks of PRINCE2 and ITIL_v3 methodologies. As a leading provider of managed IT and cloud services, we specialise in delivering holistic solutions tailored for our customers in healthcare, public sectors, regulated markets and to blue chip corporates. Amongst our capabilities, we are specialists in design and build and maintaining services to align with boardroom strategies.

2 Objectives and Benefits

The End User Compute (EUC) Managed Service offering is designed to maximise end user productivity by providing a reliable device and access to business applications and data in a secure and painless manner. When there is a problem we are able to get the end user back up and running again quickly by rectifying any faults and proving remote assistance to resolve issues on the device.

The benefits of this service are:

- Maximise user productivity
- 24x365 support from UK Service Desk
- Asset management of EUC devices
- Pre-authorised request for new devices
- Standardised look and feel of end user devices
- Manage the hardware lifecycle of EUC devices
- Replace any device nationally
- Remote shadowing and control of device to quickly diagnose software issues
- Online chat facility for user interaction
- Security patch management
- Remote software installation and updates

3 Service Scope

The service scope includes desk side support (will require an engineer onsite or dedicated TSE to meet SLA's) and remote management for desktops and laptops with supported Windows and Apple Mac Operating Systems.

This service can be complimented by our Mobile Device Management (MDM) service.

| END USER COMPUTE MANAGED SERVICE | Basic | Enhanced | Advanced |
|--|-------|----------|----------|
| 24x365 Service Desk incident management (phone and emails) | ✓ | ✓ | ✓ |
| 24x365 Service Desk incident management (remote access through secured tools)* | ✓ | ✓ | ✓ |
| Remote device management* | ✓ | ✓ | ✓ |

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| | | | |
|--|----------|----------|----------|
| Asset Management* | ✓ | ✓ | ✓ |
| Configuration Management database | ✓ | ✓ | ✓ |
| Gold build as standard and image deployment | ✓ | ✓ | ✓ |
| Secure data destruction | ✓ | ✓ | ✓ |
| Software deployment/upgrades | Optional | ✓ | ✓ |
| Remote Chat facility (from Amicus ITS to customer)* | Optional | ✓ | ✓ |
| Service Requests | Optional | ✓ | ✓ |
| Client application management | Optional | ✓ | ✓ |
| Operating System Patch Management (recommended, critical and security updates from Microsoft)* | Optional | Optional | ✓ |
| Full lifecycle management | Optional | Optional | ✓ |
| MDM service | Optional | Optional | Optional |
| Hardware- Break / Fix (optional Hot Swop based on available stocks) | Optional | Optional | Optional |

* These services require the installation of Amicus ITS Tools on customers' systems, or we can adapt to any standard tools already subscribed to by the customer, through learning and training.

4 How We Provide This Service

This service is provided by the Service Desk, Change Management, the Service Delivery Management team and the NOC using the Amicus ITS ITSM toolset:

- 24x365 call logging via our Service Desk
- Remote management capabilities
- Remote chat from service desk to end user, software deployment and patch management
- Image deployment
- Software deployment patch management
- Asset Management and CMDB delivered by Change Management Team
- Procurement services delivered Procurement / Internal Sales
- Hardware/Break-Fix – see Hardware/Break-Fix Service
- Mobile Device Management service – see MDM Service

5 Service Reporting

The standard monthly reports include (as per Service Delivery Management reporting):

- Service Level Management reporting when Service Management is sold with the service:
 - o Performance against service targets
 - o Relevant information about significant events including major incidents, deployment of new or changed services and the service continuity plan being invoked
 - o Workload characteristics including volumes and periodic changes in workload
 - o Detected nonconformities against the service requirements and their identified causes
 - o Trend information
 - o Customer satisfaction measurements, service complaints and results of the analysis of satisfaction measurements or complaints.



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Other report options include:

- Monthly asset reports
- Software inventory reports
- Configuration management reports
- Patch management reports

6 Service Pricing

The Service cost and pricing is based on asset volumes (with consideration of overall anticipated call volumes). Additional tooling if required would be priced accordingly.