



Service Catalogue

Your secure data centric guardians

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Service Desk

1 Introduction

Amicus ITS are secure data centric guardians. We follow the tough regulatory procedures of ISO20000, 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

We enable you to focus your attention and resources on managing and focusing on your core business. The benefit for you is that you know you are working with a fully accredited partner and expert in providing a fully available virtual 24x365 Contact Centre. Our Service Desk can be used as a single point of contact for your organisation. The service can be fully white labelled to ensure we offer a consistent service in line with your organisation's brand and image requirements.

The benefits of this service are:

- UK based 24x365 manned service desk
- All staff security cleared to Security Clearance (SC)
- All SDAs have minimum qualifications of CompTIA, A+ and Microsoft Certified Professional
- Single point of contact for all incidents and service requests
- Flexible levels of service support hours (up to 24x365)
- Customer flexibility to log tickets via telephone, email or web portal
- Self-service features available to users to support logging and tracking of tickets
- Highly resilient and secure support tools for remote resolution
- Continuous Service Improvement Plans in place
- SLAs in line with customer requirements and business strategies
- ISO20000, ISO27001, ISO9001 and Cyber Essentials Plus
- Dedicated telephone number
- Monthly service reports (optional Service Delivery Manager)
- IGSoC accreditations and N3 for healthcare customers and working to ITIL_v3 framework and PRINCE2 methodologies.

3 Service Scope

SERVICE DESK	Basic	Enhanced	Advanced
Call handling via dedicated phone number	✓	✓	✓
Ticket management system	✓	✓	✓
E-mail ticket logging	✓	✓	✓

	Basic	Enhanced	Advanced
Triage call	✓	✓	✓
Incident Management	✓	✓	✓
Service Request fulfilment	✓	✓	✓
3rd party supplier management	✓	✓	✓
Flexible Service Level Agreements	✓	✓	✓
White label services	Optional	✓	✓
Monthly service reports	Optional	✓	✓
Self-service portal	Optional	Optional	✓
Self-help ticket tracking and FAQs	Optional	Optional	✓
24x365 coverage	Optional	Optional	✓
Access to ticket management system	Optional	Optional	Optional
Change Requests *	Optional	Optional	Optional
Problem Management *	Optional	Optional	Optional
Service Delivery Management *	Optional	Optional	Optional

*See respective separate service Data Sheets for definition.

4 How We Provide This Service

- The service is entirely delivered by our Service Desk operating out of Totton and Newcastle, or alternatively provided by a dedicated team on-premise.
- The Service Desk maintains the interaction with the customer throughout the incident lifecycle and manages all assignment of tickets to 3rd parties.
- The Service Desk will utilise Amicus ITSM Tools to manage the service consisting of ManageEngine Service Desk Plus and Self Service Portal.
- The service is focused primarily on Incident Management though calls for Service Requests, Change Request and Problem Management.
- An Account Manager is assigned to a customer contract and if required a Service Delivery Manager will be assigned.

5 Service Reporting

The standard monthly reports include:

- Telephony statistics
 - ◇ Call Volumes
 - ◇ Call Wait Times
 - ◇ Abandoned and Missed Calls
- Incident Analysis
 - ◇ Incident Volumes
 - ◇ Incident Categorisation
- Service Level Reporting
 - ◇ Incidents
 - ◇ Calls
- Service Reporting on Optional items
 - ◇ Service Requests
 - ◇ Change Requests
 - ◇ Problem Management

6 Service Pricing

The Service cost and pricing is primarily based on call volumes.