

G-CLOUD 10



COMPANY DETAILS

ABOUT MASTEK

Incorporated in 1982, Mastek has been at the forefront of technology and has made significant investments in creating intellectual property, which along with proven methodologies and processes, delivers real benefits to our customers.

Please contact us to discuss your requirements at
g-cloud@mastek.com

Tel: +44 (0)1189 035 700
www.mastek.co.uk

LEVEL 3 SUPPORT SERVICE

TABLE OF CONTENT

1. SUMMARY	3
2. SERVICE DESCRIPTION	3
3. KEY FEATURES	4
4. BUSINESS BENEFITS	5
5. TECHNOLOGIES, LANGUAGES, METHODOLOGIES OR VENDOR SUPPORTED	5
6. CLIENTS	5

1. SUMMARY

Mastek's Level 3 Support provides class leading, ITIL based application management services for in house or third party developed applications. The support covers the full management of the application, including day to day operations, end user support, fixes, upgrades etc. More specifically, the service covers all aspects of Technical operations, Applications management, Business Analysis, Continual Service improvements through to delivering, warranting and maintaining Service patches.

Service Management is done by using Agile methodology and takes DevOps "One Team" approach to to run operations. Automation of repeated process is the key to derive value for customers.

2. SERVICE DESCRIPTION

The Level 3 service provision from Mastek includes the following Prospective customers can choose the entire package or customize the service by choosing a selection of the below. Customers can also choose to implement this during standard working hours or non-standard working hours, including full 24 X 7, 365 days support. There is an option to customize the level of support during different times of the day.

- **Application Monitoring**
Proactive monitoring of applications and reporting of issues using specific application tools like Splunk Enterprise and Nagios.
- **Incident Resolution**
Identification of exact failure point in the system with a focus towards service restoration . Mastek has an excellent record of incident resolution across all accounts, with some accounts tracking at 100% resolution within SLA over the last five years.
- **Release management**
Producing code/ data fixes, validating, preparing necessary release documentation and delivering the release build to the Customer, followed by support during assurance and transition.
- **Service Improvements**
Working proactively alongside the customer's teams to identify future system improvements, tracking and progressing via problem records.
- **Automation**
Mastek will identify repeated and redudant processes in operations flow. Based on this feasibility study, Mastek will create a roadmap how automation can be done, which tools can be used and how much value can be derived from this exercise. Automation will reduce defects, eliminate mundane tasks, improve efficiency and provide reliability to operations
- **Testing and Transition Support**

Support the customers assurance team's testing operation by doing data and code analysis, defect fixing of code and release documents and redelivery of any corrected code/documents to the environments team if issues are found during testing of releases.

- **Special Support towards High Impact and Immediate Incidents**
Technical guidance to the resolving teams. including steps required to restore services and redirecting them to the resolving team and participate in the root cause analysis of the issue. The team will review the post incident report for correctness and completeness and feed back into the process for continuous improvement.
- **Knowledge Transfer**
Structured knowledge transfer framework to disseminate knowledge not only within the team but also to the customer's teams using various documents like Component Design Specification, Requirement Specifications, External Interface Specification, Internal Interface Specifications, Service guides etc.
- **Service Protection**
Service protection, taking up activities like additional monitoring, health checks, assistance in amending processes etc. This type of work is shown in specific projects which do not follow 24x7 service contracts.
- **Application Availability**
Full support for high availability business critical systems. Mastek has consistently provided support across various accounts for systems that have demanded availability in excess of 99.5% and approaching 99.9%
- **Problem Management**
Mastek 3rd Line Support teams follow a tailored problem model which includes not only problem prioritization but also the following aspects:
 - Root Cause Analysis
 - Preparation of Impact Analysis Document, with proposed solutions
 - Development and Formal Qualification Testing
 - Release Build and Packaging
 - Release Delivery to HSCIC for progression through P2L environments

3. KEY FEATURES

- Proactive 24 x 7 monitoring and support of application and service
- Resolution of incidents within rigid deadlines as per Service Level Agreement
- Agility in Service Delivery
- Bring customer insight to every decision
- Durable, Dedicated and Diverse team of IT professionals with strong Application, Technical and Operational knowledge High Right First Time Target
- Restoration of service in a timely manner as per Service Level Agreement
- Thorough investigation of Root Cause Analysis & outcome of Retrospectives

- Focus towards automation
- Quick response following to the core processes
- Quick adaptability to the Support tools
- Periodic Retrospectives for Service Improvements
- Automation of mundane and repeated processes, which will improve efficiency and reliability of the system
- Capability to build techno-functional capabilities
- Readiness to provide out of hours support for effective Serviceability

4. BUSINESS BENEFITS

- Successful Business Strategies
- Strong Interface with all stakeholders – suppliers, vendors, customers and end users enabling quick turn-around time
- Security Cleared staff as appropriate
- Reduced Risk of Business Failure
- Efficient Serviceability achieved due to strong SLA Structures
- Readiness to provide ad hoc assistance inclined towards achieving Service Targets including 24x7 Support
- More than a decade of experience in providing 3rd Line support in Healthcare, Retail Industry
- Agility into working mode that will result into quick responses and improvements
- Experience on various DevOps technologies.
- “One Team” approach will eliminate conflicts between development and operations teams
- Strong process frameworks, including Prince2, PMP, ITIL
- Ability to quickly adapt to the new technologies
- Mobility and Quick customer response, effective team functioning even if the team is not collocated
- Capable of delivering the follow-the-sun support as well as onsite-offshore service model.

5. TECHNOLOGIES, LANGUAGES, METHODOLOGIES OR VENDOR SUPPORTED

All major technologies, latest toolset, best practices and standards supported

6. CLIENTS

List of key clients where we have implemented this service:

- NHS Digital
- BT Global Services
- International Personal Finance (IPF) plc
- Morrisons plc