Q ASSOCIATES

Your IT. Our Business.

Oracle – G-Cloud7

G-Cloud 7

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Veritas Assured Backup service

50 word description

The Veritas Assured Backup service is designed to fill the void that often occurs between the business as usual (BAU) daily operation of an enterprise backup solution and the adherence to the business requirements for why it was initially deployed and how these requirements change over time.

10 key words

Veritas Assured Backup, 24x7, support, KPI, SLA, Reports, Monitoring, NetBackup

Features and benefits

The service consists of the following key cornerstones;

Designed around sound ITIL principles and Maturity Model operational disciplines - ensures that visibility of the effectiveness of critical data protection infrastructures is achieved, leading to higher levels of success of backup and restoration operations.

Monitoring and alerting - Systems management tolerance based exception alerts

Capacity management - Ensure that capacity is matched to demand, adherence to capacity based licensing models

Performance management - Define operational windows and monitor adherence to them

Configuration management - Maintaining best practise deployment and management principles, compliance with licensing levels.

Change management - System updates, configuration changes all in a controlled change management environment

Solution Health and Management Reporting - Monthly reports covering all the areas above to demonstrate the conformance of the environment to the requirements defined

Problem Management – Incidents being raised within internal I.T. teams can be escalated to the Service Desk for detailed Root Cause Analysis (RCA) via effective Problem Management

Technology Updates – Maintain the effectiveness of the deployed solution via access to leading consultants who have deep product knowledge on the most up to date techniques for configuration and product updates

The essence of the service is to keep the deployed solution in the most operationally effective status possible by ensuring it keeps to not only the original design and requirement concepts for which it was deployed but also critically tracks in line with changing business priorities and operational dependencies.

Pricing

- £PoA, Tailored to specific client requirements

Payment Schedules

The service would be paid for in equal quarterly instalments paid a quarter in advance.

Contract Term and Service Review

The contract term is for 36 Months, at the annual anniversary of the contract a service review will be undertaken in conjunction with the client. This will consolidate the results of each quarterly service review into an annual statement on the deliverables and the quality of the service.

The renewal notice for the service will be issued 60 days prior to the end of the contract term.

The contract will automatically renew at the anniversary for an additional quarter until a new term is signed and agreed and it may be terminated when in this status at 90 days' notice.

Exceptional Termination

Should the service be shown not to deliver what it is intended and this is demonstrable by failing to meet Key Performance Indicators (KPI's) in two successive quarters then the contract could be terminated at that point with 30 days' notice.

Service Transition

To enable the service to be implemented it is a requirement to perform a service transition component to ensure that the integration into the client's procedures and operations are performed and that the data footprint to be protected is detailed to ensure adherence to the clients ITSCM requirements.

The cost of the service transition would be bespoke to each client and would be added to the first payment schedule.

Terms and conditions of the service

See Standard T&C's, along with service specific agreed SLA and KPI's

Managed IT Infrastructure Service

50 word description

Q Associates provides the highly-disciplined operational management demanded by today's agile businesses, and can enable higher-performing, more highly-available Converged Infrastructure platforms. Our experience ensures that the infrastructure is at its most available, and operating with optimal

performance at all times. Enabling in-house I.T. staff to concentrate on more business centric activities, and to provide greater value to the business.

10 key words

Managed IT Infrastructure Service, Flexpod, Versastack, Smartstack, Reports, Monitoring,

Features and benefits

The **Assured** IT Infrastructure Service provides remote monitoring and management based upon the following seven disciplines:

Service Desk

Q Associates' Service Desk and Network Operations Centre is a 24 hours a day, every day of the year service, for your entire Converged Infrastructure solution and the services operating on it.

Availability Management

Availability and continuity management ensures that your Converged Infrastructure is reliable,

Proactive Alerting

Proactive incident and alerting management captures each alteration or potential incident as it happens and, where possible, Q Associates will take corrective action.

Capacity Management

Capacity and demand management ensures that your Converged Infrastructure stack is sized to meet your expected growth strategy, and provides clarity for when upgrades or expansion will be required.

Performance Management

Performance management ensures that your Converged Infrastructure is optimised to meet business service levels.

Configuration Management

Configuration management provides rigour and discipline in the form of change control, to minimise the risk involved with the introduction of new components or modification of existing components within your Converged Infrastructure solution.

Cost Identification

Cost recognition and identification gives the ability to align the true cost of running your Converged Infrastructure stack to defined service level architecture tiers.

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Pricing

- £PoA, Tailored to specific client requirements

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Terms and conditions of the service

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Data Insight Assessment Service

50 word description

Q Associates provides a data insight service to help organisations align their information assets to business goals by simplifying the remediation of exposed critical data and optimizing their storage environment. Reporting, analytics and visualization capabilities help drive efficiency and cost reduction across the data lifecycle as well as help drive improved protection of sensitive data and achieve compliance.

10 key words

Discovery, unstructured data, analytics, access, control, tracking, Data Insight.

Features and benefits

Key Features

Visibility: Discover unstructured data and navigate using metadata, age, permissions, usage, and ownership to inform data lifecycle management, compliance and risk reduction initiatives.

Analysis: Analyse the metadata to provide actionable intelligence. Identify data owners and engage thru a Self-Service Portal to facilitate access control, data management and information security remediation efforts. Detect data use policy violations and outlier users.

Actions: Automatically archive data. Implement custom actions for disposition, migration and access control efforts.

Key Benefits

Automate governance through workflows and customisation.

Drive efficiencies and cost-savings in your unstructured data environment.

Maintain regulatory compliance for information access, use and retention.

Protect confidential information from unauthorised use and exposure.

Pricing

- £PoA, Tailored to specific client requirements

Terms and conditions of the service

See Standard T&C's, along with service specific agreed SLA and KPI's

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