

CAPITA

Pre-paid Support Credits

In today's rapidly developing technology environments providing cost effective, professional support for an increasingly varied suite of systems is becoming increasingly challenging. Specific knowledge, required to support systems within varied infrastructures is costly to maintain, with training and knowledge transfer often taking a back seat to delivering reliable IT services.

Pre-paid Support Credits from Capita Technical Services have been developed to assist those sites that wish to support their Capita software services products in house. However, these support credits provide the flexibility to call upon the skills and expertise of the Capita Remote Support team when required.

Capita Pre-paid Support Credits give your organisation easy access to our team of professional Ingres Database Administrators (DBAs) whilst retaining the in-house technical expertise. All have many years of experience on the Ingres Relational Database Management System (RDBMS) software, UNIX and Windows operating systems and more specifically Capita's software solutions.

The Pre-paid Support Credits are purchased in blocks of five, remaining valid for 12 months. Price reductions are offered in relation to the number of credits purchased.

Example services include:

- Database rollback
- Technical training
- Application upgrade – test
- Application upgrade – live (out-of-hours)
- Consultancy
- Security patching and hardening.



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Advantages and Benefits

- Full access to the Capita Remote Support Team
- Team of 12 fully trained DBAs
- Making complex technical activities less risky
- Eliminated reliance on key internal technical personnel
- Live activities provided out-of-hours
- Availability for activities at short notice
- Support to cover holidays and periods of sickness
- Full support for all Capita applications.

Summary of features

Remote support

Covering all aspects of the operating system, Ingres RDBMS and Capita applications, teams of specialised Ingres DBAs are able to perform any action required to ensure a stable operating environment for your organisation. Upgrades, patches and even performance tuning of the RDBMS can be utilised as part of this service. Over 70% of Capita Software Services customers use an element of our Remote Support service.

Technical consultancy and training

Our teams of technical consultants have the skills and expertise to provide consultancy across a wide range of platforms and infrastructures, enabling us to assist our customers in many technical areas. With experience gained in your sector, our consultants fully understand the needs and requirements of local government.

Cost effectiveness

Organisations are able to call upon the expertise of the Capita technical staff to provide support at relatively short notice. This is beneficial when providing technical cover for holidays, sickness or even weekend out-of-hours' activities. Economies of scale are provided for increased numbers of credits purchased.

Detailed list of activities

A detailed list of all available assistance is provided as part of the service with a regular review on credit usage. Credits have an expiry period of 12 months from initiation.

Also available from Capita Technical Services:

Disaster Recovery • Remote Support • Home Working • Managed Services • Network Vulnerability Scanning
Proactive Monitoring • Project Management • Server Refresh and Migration • Technical Consultancy Training
Hardening and patching • Technical Design and Architecture • Virtualisation