

# CAPITA

## Remote Support

Capita Software Services understands that organisations have enough to focus on, without the worry of managing and supporting a variety of software and hardware systems spread across multiple buildings and sites: the current challenging economic climate only adds to your concerns. Therefore, it has never been more important to ensure your organisation's ICT budget is working its hardest to drive efficiencies and achieve savings.

Remote Support from Capita Technical Services can eliminate your ICT operational concerns. Our dedicated team of IT professionals has many years' experience, are a Microsoft Gold Certified Partner and accredited in Ingres and UNIX. With our knowledge and expertise focused to provide your systems with optimal attention and care, you have the ability to focus on the areas that most deserve your energy and resources. You can continue to operate with your ICT systems running efficiently and effectively, helping you make your way successfully through these challenging times and into the future.

### Summary of services and features

Capita's Remote Support service consists of the following areas, which can be mixed and matched to suit your organisation's individual requirements:

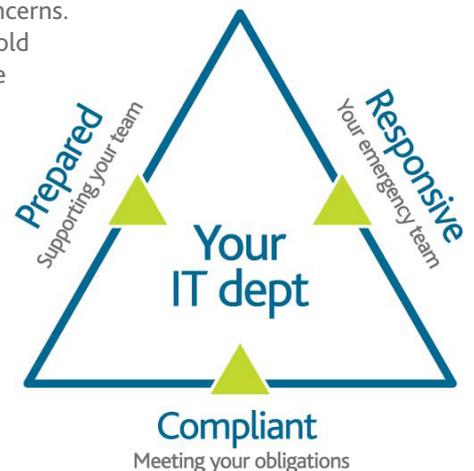
- Ingres DBA support
- Operating system administration
- Capita software systems support
- Out-of-hours support
- Service management.

### Ingres DBA support

Covering all aspects of the Ingres RDBMS system, the team of specialised Ingres DBAs are able to perform any action required to ensure a stable operating environment. Upgrades, patches and even performance tuning of the RDBMS are covered under this level of support.

### Operating system administration

With proactive monitoring of the operating system environment, including CPU, memory utilisation and disk space availability, you can be assured that everything is being checked to ensure your system is running at an optimal level.



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## Out-of-hours support

Telephone support is available between 18:00 and midnight Monday to Friday, and 09:00 to 16:00 on Saturday. Using the Capita Enterprise Management (CEM) system, it is possible to provide proactive support, with our consultants being alerted to issues via SMS. As an enhancement to this service, it is also possible to monitor the specific jobs within the overnight batch queue, alerting our consultants when jobs fail.

## Service management

A monthly report is provided detailing various aspects of your Capita software environment. On a quarterly basis, you will receive a visit from the Capita remote support manager to discuss the service provided over the previous three months.

## Capita software systems support

Who better to manage the Capita suite of applications, than the company that develops it? In the rare instance where the Remote Support team aren't able to fix it, the developers certainly will. Under this level of support, Capita Technical Services will undertake all elements of support and maintenance of the Capita application, including upgrades, patches and scheduler configurations. Live upgrades are performed out-of-hours as standard to ensure minimal disruption to your business.

### Outsourcing your IT support to Capita Technical Services can bring a range of benefits:

- Cost effective – provides appropriate level of support to meet your requirements
- Eliminates worry of running upgrades, patches and performance tuning
- Provides constant monitoring and review of service provision on monthly and quarterly basis
- Experienced and professionally accredited technical team on hand
- Ensures a stable operating environment for your business critical solutions
- Ensures your systems are running at optimum levels, through regular, proactive system monitoring processes
- Provides expert support and maintenance from those who created the Capita suite
- Out-of-hours emergency support using monitoring processes to alert support teams instantly.

Also available from Capita Technical Services:

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

To find out more, speak to your Capita account manager or contact Capita's technical services team via [cssenquiries@capita.co.uk](mailto:cssenquiries@capita.co.uk) | [www.capita-software.co.uk](http://www.capita-software.co.uk)