

BCN Professional Services

 **BCN Group**
Exceeding Expectations

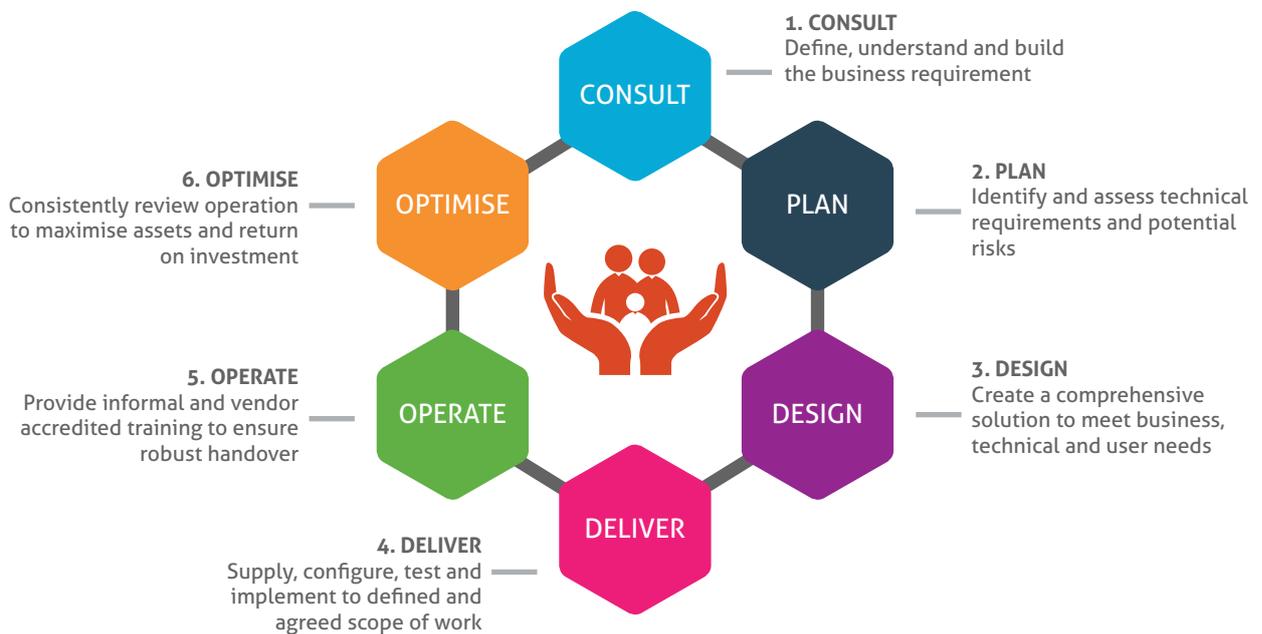
BCN Services

There is always a technical skill or service you need that may not be available in-house. BCN provides a simple yet effective way to access those skills without disrupting the operation of your existing IT services.

We provide a wide-ranging portfolio of professional services that comprise consultancy, audit, assessment, design, project management, staging/testing, implementation/go-live and service management.

Whether its a specific skill-set to meet an immediate need or you're seeking a design authority to support a strategic project, BCN has the depth and capability to support you with a blend of on-site and off-site expertise.

Based on sound business practice, our service model provides a proven six-stage approach to ensure an optimal service cycle;



Keeping Things Simple

We know that service selection can often be a daunting and complex process, so we've structured our model to help make it easier to choose. Split between off-site and on-site assistance, you can quickly find the resource, technology and service blocks that you need.

Service Description		Technology Supported	Hourly Rate (Min 2 Hrs)	Daily Rate	Project Rate	Call-Off / Fixed Rate	Out Of Hours & Weekend
Off-Site	Service Desk	Desktop	✓	✓	✓	✓	✓
	Remote Hands	Virtualisation	✓	✓	✓	✓	✓
	Server Virtualisation	Storage	✓	✓	✓	✓	✓
On-Site	Consultancy	Mobility	✓	✓	✓	✓	✓
	Pre-Sales	Collaboration	✓	✓	✓	✓	✓
	Project Mgmt	Networking	✓	✓	✓	✓	✓
	Engineer (Std)	Security	✓	✓	✓	✓	✓
	Engineer (Snr)	Cloud	✓	✓	✓	✓	✓

Taking advantage of our services is equally painless. Our commitment to you, whether you engage with us in person, by phone, email or via our portal is to respond within 2 working hours and have the relevant resources in place within 48 hours.

Our engineering team provides national coverage and holds all the necessary vendor accreditations to ensure that our portfolio of services are delivered to the highest standards.

While we have the skills, experience and depth to engage at any stage of a project or service cycle, best practise shows that an early engagement creates an environment where greater scope can be identified, risks mitigated and business cases raised more effectively.



The BCN Difference

We're about helping you do the things you can't do, don't have the time for, or don't have the resource. We offer dependable business assurance and peace of mind at all times.

Customers choose BCN services because we help:



Deliver and enhance internal SLAs



IT meet business objectives



Speed up IT efficiency and effectiveness



Deliver higher quality IT services



Improve - user experiences and business processes



Deliver services and projects in shorter timescales



Close the skills gap for absenteeism, holidays and other business constraints



Control costs by utilising skills only when you need them



Add peace of mind in complex IT environments

Reliability and business assurance are very important. As organisations place less importance on brands, and greater emphasis on whether a service 'always works, all of the time', we continually evaluate our professional services to meet and exceed this expectation.



'BCN always combine
great customer
service with the
personal touch'

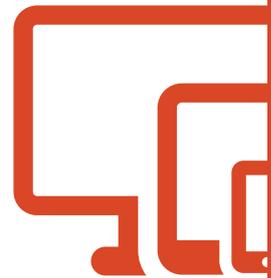
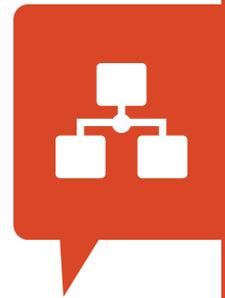
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Why choose BCN?

We offer a world class IT service to all organisations, irrespective of size, that is reliable, friendly, consultative and deliberately affordable.

We create service solutions and project structures that deliver measureable impact to your IT strategy and day to day business operations. Together, we'll find a solution that works really really well for you.





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