BCN
Support
Services

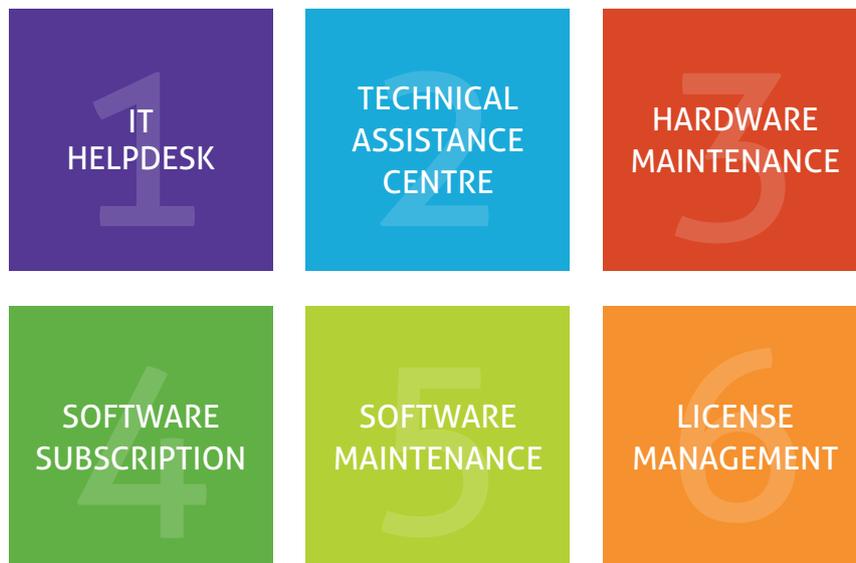**BCN Group**

Exceeding Expectations

BCN Support Services

Outsourcing the maintenance and support of your IT will help you become more productive and competitive without costing the earth.

Selected correctly, you'll benefit from fewer wasted hours, reduced costs, improved security, more efficient IT and access to an extensive range of technical experts, leaving you in better shape to do what your business does best.
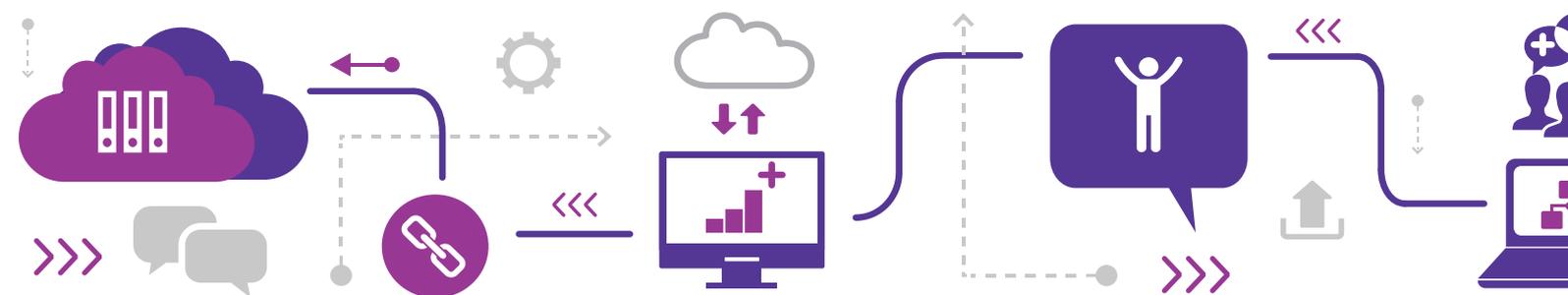
A recent Gartner report cited that 70% of all IT resource and spend is utilised on 'keeping the lights on', bringing little scope for driving innovation and transformation.

1 IT HELPDESK	2 TECHNICAL ASSISTANCE CENTRE	3 HARDWARE MAINTENANCE
4 SOFTWARE SUBSCRIPTION	5 SOFTWARE MAINTENANCE	6 LICENSE MANAGEMENT

BCN offers an easy and modular approach to avoiding this complex in-house dilemma.

Our Technical Assistance Centre provides a single point of contact using ITIL best practices, ensuring that your IT related services, their strategy, design, transition, operation and ongoing improvement are always optimised.

Our IT Helpdesk provides friendly front line support for all your user problems and incidents, enabling faster problem resolution and better asset management.

BCN Support Matrix

1		2			
End User Helpdesk	Problem Resolution	Technical Assistance Centre	Service Management	Monitoring & Alerting	Service Reporting
Adds, Moves & Changes	Technical Advice	Change Management	Request Fulfilment	Service Restoration	Patching

3				2	
Hardware Maintenance	Performance Management	Capacity Management	Remote Hands	Disaster Recovery & Backup	On Site Support
Upgrades & Updates	Configuration Management	Software Subscription (4)	Renewals	Vendor OS Support	Software Maintenance (5)

6			5		
License Management	Compliance Management	License Purchasing	Revision Management	Upgrades & Updates	Configuration Management

Additional support options are also available (on request) , if not detailed in the matrix above.

Your behind-the-scenes IT partner

Even if you do have dedicated in-house IT support, there are many situations where you may have a resource gap or need specialised skills to help focus on a service or user issue. Access to additional skills and expertise mean unnecessary delays and costs impacting productivity can be avoided.

BCN provide services and expertise to help optimise the performance, response and security of your IT as and when its needed. You'll get continued support for your hardware, software and licensing assets as well as direct access to our technical support staff.

Service Level Excellence

BCN operates a straightforward no-nonsense Service Level Agreement structure with all of its clients.

With currently over 1200 contracted services operating at 99.99%, speed of response and speed to resolution are extremely important to us. Our SLAs have been designed to be clear, uncomplicated and effective, so you always know what you are getting. We set manageable and realistic expectations, backed up with measurable tools for easy performance tracking through our client portal.

	Severity	Response	Diagnosis
P1	High	15 Minutes	1 Hour
P2	Medium	30 Minutes	2 Hours
P3	Low	45 Minutes	4 Hours
P4	Service Request	60 Minutes	1 Day

Benefits of BCN Maintenance

COSTS	RESPONSE	TIME	PERFORMANCE	EXPERTISE
Free up expensive internal resources for more valuable projects	Dedicated experts can manage your IT better and resolve issues faster	Free up valuable staff from low yield and time consuming tasks	Clear SLA's and ITIL best practices mean service performance is optimised	Benefit from access to a wide range of technical and solution experts
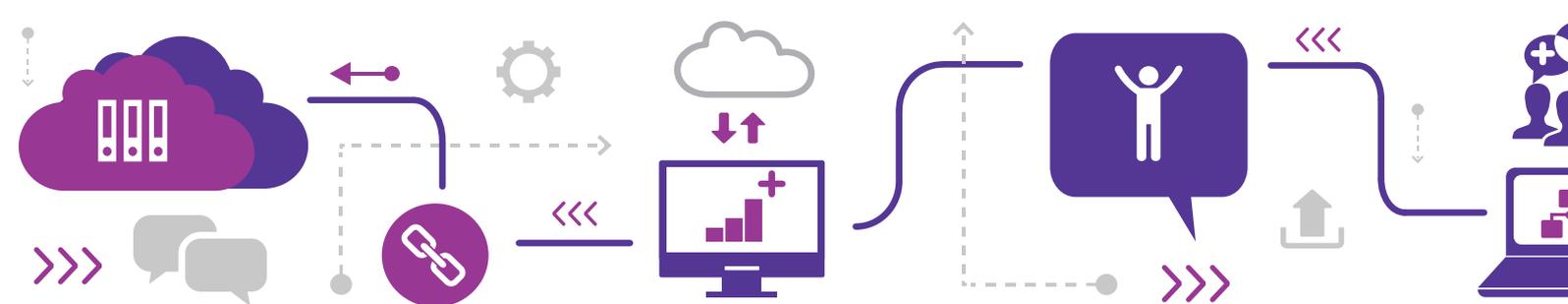
BCN Self-Service Portal

The BCN portal gives you online access to all your support services. You can.

Designed to be easy to read and extremely quick to navigate, the BCN portal makes

Clear, easy to navigate partitioned portal menu

Quicklinks - fast access your favourite portal pages

Full contact information about your BCN account manager & point of contact

[Actual screenshot of the BCN client portal homepage]

Colour-coded Self-service business sections

High-visibility dashboard of your key business metrics

managing all the services, resources and benefits you expect, a fast and pleasurable experience. Information is laid out logically, with key data and statistics highlighted for fast visibility, and where required, action.

| QUOTES	ORDERS	INVOICES	CONTRACTS	TICKETS

Beyond the home page you'll find a wide range of valuable, easy to understand statistical and visual information. Presented in a series of logical 'layers', a single click enables fast drill down to more and more detailed data regarding your account.

Account manager contact info

Support Manager information

Accounts department contact information

Easy communication with your BCN team

[Actual screenshot of the BCN client portal quote page]

You'll find additional information on all aspects of your account, as well as benefiting from direct communication with your account team. You can also download any and all of your invoices and quotes.
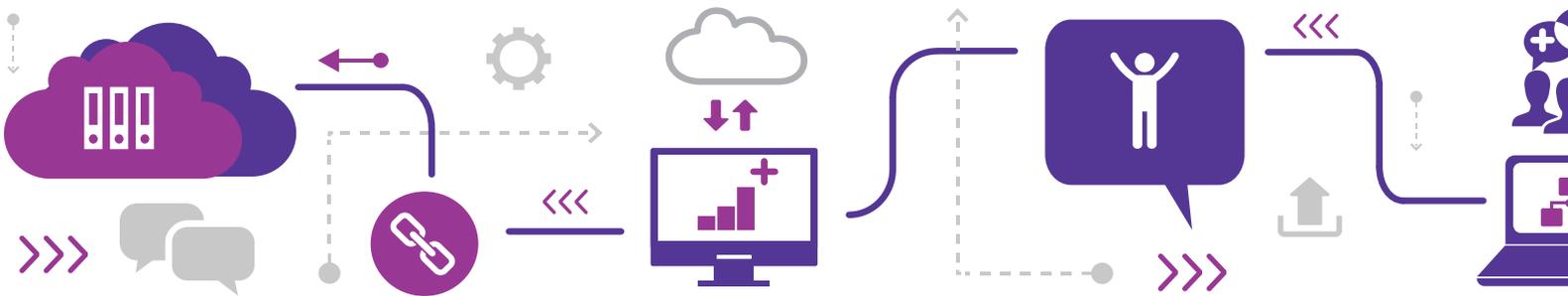
> BCN's speed of response is good, and they're well-known for going beyond the call of duty
>
> Gardners Books

Why choose BCN?

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

Our support services deliver measurable impact to your IT strategy and day to day business operations. Together, we'll find a solution that works really really well for you.

BCN Group