



ASSURE SERVICES





KEY BUSINESS BENEFITS

- Direct access to technical expertise to support and manage your IT estate
- Reduce costs by outsourcing specialist skills or repetitive manual tasks
- Improve IT budget planning through predictable costs
- Reduce the risk of business critical assets being exposed by expired contracts
- Decrease downtime with strictly managed SLAs backed by efficient resource allocation
- Improve your IT strategy and planning by leveraging our broad experience
- Develop an agile infrastructure that can adapt to changing business needs



MANAGING COMPLEXITY

Modern business is under increasing pressure to deliver a richer experience for employees and customers; underpinned by a highly responsive, available and robust IT infrastructure.

IT departments are faced with managing complex environments, featuring multiple technologies, vendors, devices and licenses. Managing this degree of complexity can prove expensive and time-consuming, distracting IT resources from front-line operations. At the same time, IT budgets are under pressure to meet evolving business demands whilst avoiding the often unpredictable costs of internal support.

Partnering with a service provider who offers a flexible, end-to-end service across multiple technologies helps achieve the right blend of in-house and third party support to balance risk versus cost.

SUPPORT SERVICES FROM ONI

ONI improves the way organisations manage their IT estate through a flexible range of Managed IT services. With over 20 years' experience we have become a trusted advisor to deliver support and managed services for many customers, across a broad range of industries.

ONI support services provide direct access to a team of highly-trained and accredited engineers who have extensive knowledge across telephony, enterprise networks, security, data centre, compute and storage systems. All our support and Managed Services are underpinned by robust ITIL policies, wrapped around comprehensive 3rd party support agreements.

We aim to partner with our customers and establish a deep understanding of both their systems and their processes. In effect, becoming an integral part of the IT department. By combining our tailored services with a standardised approach to engagement, our customers experience a reliable, efficient and cost-effective service.



ONI ASSURE

The ONI range of Assure Services provide support, maintenance and Managed Services; delivered by our highly accredited, award-winning support team.

We offer three levels of service: Assure, Assure Plus and Assure Premium. Each has been carefully designed to match the varying needs of modern business-critical IT infrastructure.

ASSURE

Our standard support service, Assure comprises a range of essential support services, including: awarding winning support from our UK-based Technical Assistance Centre (TAC), device and application configuration advice, software/hardware support and upgrades and a single point of contact for vendor escalation. It is a reactive service which quickly resolves incidents within pre-defined Service Level Agreements

ASSURE PLUS

Assure Plus delivers all the elements of Assure, plus pro-active monitoring and reporting. It is designed for business-critical infrastructure, where system availability is essential. The Monday-Friday business hours monitoring service detects incidents before they become critical so they can be resolved immediately.

Executive reports, an annual infrastructure audit, quarterly service review meetings and 5 days software Moves, Adds, Changes and Deletions

(MACD) provide the tools needed to assess system performance and capacity management; helping you to plan system improvements and deliver an increased return on your IT investment.

ASSURE PREMIUM

The Assure Premium Service provides all the components of Assure Plus and includes 24 x 7 cloud-based monitoring, 12 days software Moves, Adds, Changes and Deletions (MACD), twice-yearly service patching, annual innovation workshops and extensive Service Management support; including monthly service reviews and enhanced reporting.

Assure Premium is designed to create a strategic support partnership that aims to deliver a reliable, secure and flexible IT strategy that is aligned to your overall business objectives.

By offering a service that forms an integral part of your overall strategy, we are able to address some of the wider challenges facing the business, such as adding customer value and improving user acceptance and satisfaction. By raising the profile of IT within your organisation we can reposition it not as a cost centre, but as a source of revenue, with a positive impact on the bottom line.

An added benefit of delivering this level of strategic support is that we can relieve in-house IT support teams of day-to-day tasks, so they can focus on critical business projects.



	ASSURE	ASSURE PLUS	ASSURE PREMIUM
ONI Technical Assistance	✓	✓	✓
Configuration Advice	✓	✓	✓
Software Updates (SAMT)	✓	✓	✓
3rd Line Escalation	✓	✓	✓
Hardware Break/Fix Support	✓	✓	✓
Remote Access	✓	✓	✓
Service Reviews		Quarterly	Monthly
Major Incident Reporting		✓	✓
Annual Audit		✓	✓
Monitoring		8:30 - 18:00 Mon - Fri	24 x 7
MACD Support		5 days	12 days
Bi-Annual Patching Service			✓
Configuration Backup Service			✓
Annual Technology Innovation Workshop			✓



WHY ONI?

ONI has a long-standing and well-earned reputation for providing quality services and support to a wide range of UK organisations. We believe that excellence of service is fundamental to our continued success and it begins with our people, our technology and our facilities.

Our customers come in all different shapes and sizes. Whilst all businesses, inevitably, share some common goals, each has a unique combination of needs, challenges and constraints. We also appreciate that your needs change over time; that's why we offer flexible solutions that are designed to meet your current requirements but are agile enough to adapt to changing demands.

All of our platforms and applications are based on industry-leading, enterprise-grade technologies underpinned by mature ITIL workflows that are wrapped around 3rd party support agreements.

ONI work with a wide range of customers to provide flexible service including everything up to a fully managed service, delivered from our Tier 3+ data centre facilities. Our data centres feature state-of-the-art security, power and cooling and have an excellent PUE rating of less than 1.4. Resilience is assured with multiple, diverse fibre connections and routes.

ONI Assure services are available for on-premise, co-located or Cloud infrastructures. We work with a wide range of clients to provide everything from a simple break-fix service to a fully managed service.

Our support contracts are tailored to meet our clients' specific requirements and operate to strict SLAs.

Our team of service and support engineers maintain the highest standards and are accredited by the world's leading hardware and software vendors. Working to comprehensive SLAs we maintain a reputation for consistently delivering quality of service.



AVAILABLE FROM ONI:

- Contact Centre Solutions
- Hosting & Colocation
- Unified Communications
- Managed Services & Support
- Networking & Connectivity
- Mobility & Collaboration
- Back-Up & Disaster Recovery



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Established in 1992, ONI plc is a leading provider of IT services and solutions. We deliver unique blend of on-site, hybrid and Cloud computing systems, from our Tier 3+ UK data centres. Our workforce holds over 400 accreditations from vendors such as Cisco, VMware, Net App, Veeam, Gamma, BT and Microsoft.