

On-Site Services

Keeping systems running effectively at all times.

Downtime can spell disaster for even the most successful business. An organization's systems must continually be able to deliver for both internal and external customers, because the alternative is simply unthinkable. The key challenges to maintaining a consistent, reliable 24/7 system are: getting support for problems that arise outside of normal working hours, the lack of skilled in-house resources to deliver the service, and the costs of maintaining this specialist staff.

With the right support, you can ensure your team is always confident that internal systems are working effectively. Trust is key to a happy, productive workforce. What's more, specialist support enables you to predict and control system costs, vital in any business environment. Rigorous cost management allied to more efficiently operating systems is at the heart of staying competitive. And, looking ahead - through optimum use of emerging and existing technologies and new, more efficient ways of working, you can improve productivity and build your business advantage.

Impact of failure to act

Poorly managed systems can result in:

- Business disruption through reduced access to key systems, causing loss of business and putting your reputation at risk.
- Failure to prevent or resolve problems that occur outside or roll on beyond normal working hours. This can have a serious impact and cause lengthy unproductive periods.
- Unreliable systems your staff can't count on leads to poor morale and an unhappy workforce. This in turn affects productivity and has a negative impact on customer service and relationships.
- Your business sliding into an "as usual" state, where you just about 'get by' with no resources being targeted at improvement or better use of existing technologies. As a result, the full benefits of any ICT investments are not being achieved and your business starts to lag behind.

- Costs of management and maintenance exceeding your budget.
- Difficulty attracting and retaining key technical staff who have all the skills you need. This adds to the costs and risks facing your business.

Business Requirements

To assure dependable, efficient on-site services you need:

- A well-maintained, reliable, predictable ICT infrastructure.
- A flexible support arrangement that delivers the right people at the right time with the right skills to ensure users get the support they need and systems remain available.
- A system which meets your needs yet improves and develops over time to enhance every user's experience.
- Assurance you're getting the most from your ICT investment. Maximise the use of your current systems and adopt new technologies driven by the business to ensure your overall investments reap real rewards.
- To adopt best practice in processes, procedures and policies to be certain your systems are well run and well maintained.
- Timely access to key technical resources at any time, without additional costs.

The Capita On-site Services Solution

We deliver confidence with:

- A flexible, tailored package providing both on-site support and dedicated resources focused on keeping the "lights on".
- The capability to deliver a 24/7 service, or coverage to meet your specific needs as required.

- Our expert team of accredited, experienced hardware and software engineers dedicated to your business for the duration of the service. These specialists will gain an in-depth understanding of your business to offer best advice and guidance and ensure continuity.
- Access to a range of technical and business resources who will act not only as guardians of your systems, but will introduce any changes necessary to ensure you get the optimum performance.
- Our ITIL qualified experienced service/problem manager, together with the provision of infrastructure reviews, documentation, policy adoption and advice.
- A wide range of highly trained and experience resources provided at competitive rates, for companies who sign up to our Service Level Agreement.

"The provision of on-site Engineer Resources has greatly benefitted the Organisation. This has provided access to dedicated on-site Capita engineers providing a technical helpdesk service and a direct route to the additional technical resource within Capita".

Brian Cleland, Head of IT, Waterways Ireland.

Benefits of the Capita On-Site Services Solution

The Capita Solution gives your business greater access to additional on-site engineering resources, while you save time, effort, worry and expense.

- Reduced downtime means greater systems availability, leading to enhanced productivity and user satisfaction.
- Flexible support when you need it, as either your primary provider or to strengthen the services already provided by your own IT support team.
- Continuity of service. Thanks to our flexible scheduling options and cost effective resourcing, the specialists you require are on hand when you need them.
- Cost reductions, now that waste and leakage are eliminated from your system.

