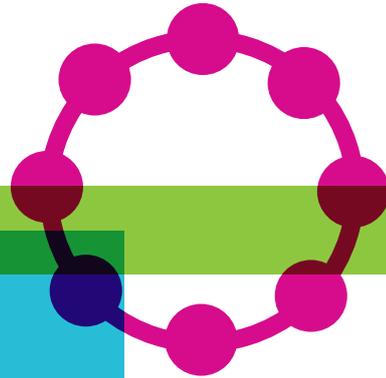


Standardisation

Achieving consistent high quality across all IT operations



You set high standards but can you achieve them? Maintaining consistency is the key to winning and retaining customer trust, keeping costs under control, and avoiding errors, confusion and problems that can affect your productivity. Consistency is not an ideal to aim for, it's a must.

The reasons:

- Security of company information and data is critical. As your organisation grows and users become more distributed the need to secure information becomes a real challenge.
- Productivity of users across the organisation can be difficult to measure, yet it is central to your business success.
- Regulatory compliance is an ever increasing driver within business. The costs of failing to comply can be significant, not just in financial terms, but also your time and reputation.
- Overheads - whether the reduction of or the management of! Always important in any business.

Impact of failure to act

A business stands or falls on its quality and professionalism. Without consistent standards, the prospects for competing, let alone surviving, may not be good. The frequency of news stories on this subject speaks volumes about the consequences of sloppy management.

- Data loss, leaks of company information, end user mischief can all have a serious impact on a business.
- The consequences of these security breaches can range from minor nuisance right up the scale to major financial costs and/or damage to reputation.
- People remain your greatest overhead, so if your IT users

are not productive, cost leakage is a certainty.

- A business can not afford to harm its reputation by mismanaging data, especially if it involves data sources of individuals.
- Badly planned, piecemeal systems can pose a real risk to your bottom line, as they waste money through needless complexity and duplication of resources and work.

Business Requirements

To be confident, safe and foolproof in all your dealings involving data and communications, you need to ensure that:

- All company information and data sources remain secure and available only to those authorised for access.
- Only those users who fulfil their role effectively and efficiently, in a common and consistent way, should have access to the information and systems.
- You are in total command of all data and information within the business, with suitable control through systems, processes and procedure.
- You employ the correct number of people necessary to fulfil all the business functions. In this way, waste and leakage can be eliminated.

The Capita Standardisation Solution

Our "technical architects" within our Professional Services Practice will create a Global Group Policy for your organisation. This is based on an Active Directory allowing the business to have full control of user access and data stores:

- Delegate permissions consistently via a security-focused interface, using Active Administrator's Active Template technology

- Audit and report on all Active Directory management tasks through a centralised interface
- Backup and Restore Active Directory, Active Directory security, and Group Policies
- Our Consultants will assist you with centralisation, security deployment and real time support, including:
 - Desktop Authority
 - USB and IO management
 - Patch Deployment
 - Spyware management
- We deliver centralised Group Policy Auditing, with history maintained to enable rollbacks.
- We'll keep you involved and aware. Working with you on any Group Policy changes, also full Audits, as well as monitoring and reporting on user access and effectiveness. In this way we enhance compliance with change management standards.
- Our support, advice and guidance is readily available via experienced, highly trained consultants to ensure the systems deliver against your business objectives.

"The variety of IT equipment and configurations was contributing to the number of problem reported to the IT Help Desk. This in turn led to increased User frustration and inevitable business inefficiencies. Capita Managed IT Solutions proposed a refresh of all IT equipment, creating a common PC configuration, single source of IT equipment, implementing Server monitoring, automated patching and security updates which dramatically reduced the number of problem calls and therefore increased user productivity".

Kevin Creamer, IT Service Delivery Manager, Doosan Babcock Energy Ltd.

Benefits of the Capita Standardisation Solution

Capita's solution covers all the bases. And the advantages cannot be overstated:

- Reduction of costs by removing the need for project based solutions and proprietary systems.
- Reduction of risk. Because you're in control of all your organisation's data. Secure data means you're far less likely to suffer a damaged reputation, cost exposure and litigious situations.
- Efficiency and effectiveness. You're employing only the right amount of staff and ensuring only the right people have access to the right information at the right time every time

