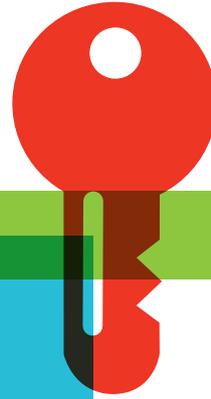


Systems Management

Expert help required to support your IT systems.



IT is central to the success of your operations. What's more it requires specialist, expert, often 24/7, management. For smaller businesses, investing in the time and staff to have such a facility in-house is just not a realistic option. Yet a poorly managed system can have major consequences. The issues:

- Not Your Core Business: Need to devote your time to doing what you do best - developing your business.
- Lack of Skills: Limited skills and resources to maintain and update systems e.g. monitoring and testing current patch levels
- Potential Risks: due to lack of standards such as no backup or retention policy and no standard policies in place for patching; all of which can jeopardise your reputation.
- Lack of Secure Locations: Need multiple secure locations with fireproof storage for tape retention but may not have the space or resources to do so.

Impact of failure to Act

Accept the status quo and your business will suffer from:

- Poor productivity – As your valuable resources are tied up doing mundane repetitive tasks. Your team and systems are unavailable to do meaningful work which will affect the business in the longer term.

- Loss of revenue – due to high cost of supporting the infrastructure and difficulties accessing vital information or services that underpin your operations at critical times.
- Irreparable damage – Should your systems crash, you won't have the capability to recover. This leads to user and customer dissatisfaction and damage to reputation.
- Security risks - System and data security is compromised.

Business Requirement

What you need is a resource that can take care of every aspect of your IT infrastructure, providing you with an efficient, productive and secure system you can count on. And all without having to invest in expensive extra staff and facilities. Capita Managed IT Solutions can address the four key elements:

- Maintaining the availability of your IT infrastructure and releasing resources to maximise the benefits for your business.
- Providing ready access to a comprehensive range of IT skills to manage the infrastructure, no matter what size your business may be.
- Deploying industry standard policies and best practice to ensure systems availability and reliability at all times. This means: maintaining systems software patch and service pack levels anti-virus updates and delivering a systems administration function for users at

authentication and application level.

- Maintaining systems backups and providing a secure environment for tape storage.

The Capita Systems Management Solution

Capita Managed IT Solutions delivers a specialist, professional and highly flexible service tailored to your needs.

- Service can be offered on-site, remotely or hosted in Capita's Data Centres. It all depends on your space, your needs and your preferences.
- Our team are all highly skilled specialists in many areas of competency who can be dedicated to your business as named primary systems managers, or made available when required to maintain the infrastructure.
- We take a proactive approach to monitoring your systems and network using a selection of powerful tools to provide alerts, scripted fix on alert and reporting information for trend and capacity analysis. Services also include: automated download of available patches and anti virus updates and our systems administration to ensure ongoing user access at agreed security levels.
- We provide onsite and offsite tape storage in fireproof secure environments and ensure backup rotation to agreed schedules.

"The booking of Driver and Vehicle tests in Northern Ireland depends on the availability of systems hosted by Capita. The health and well being of these systems can not be left to chance. Capita not only monitor the health and status of systems from a hardware and operating system perspective but also monitor the performance of the application, and use this information to review trends in performance and isolate problematic systems or software. Capita's dedicated team ensure systems are secure and backed up, available for public, Call centre and test centre access to appointments and appointment booking through continual monitoring and management of the systems, applications and back office services such as Anti Virus, security and backups".

Public Sector Agency, Northern Ireland.

Benefits of the Capita Systems Management Solution

It makes business sense to concentrate your resources where they can maximise the potential of your organisation. By handing over your systems management tasks (and associated headaches) to a trusted, expert specialist, you and your staff are freed up to focus your own areas of expertise - your business! And there are further important advantages:

- Reduced cost of ownership because your system is operating efficiently and without expensive problems or downtime.
- Prompt access to a wide array of skilled resource when you need them, without the overheads. Capita guarantees the availability of our support resource.
- Greater efficiency and reliability due to proactive monitoring of your systems. We can also provide systems performance statistics and availability reporting, so you can see exactly how you're doing.
- Peace of mind because your data and reputation is protected due to secure data retention and a safe hosted environment.

