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Remote Management Services

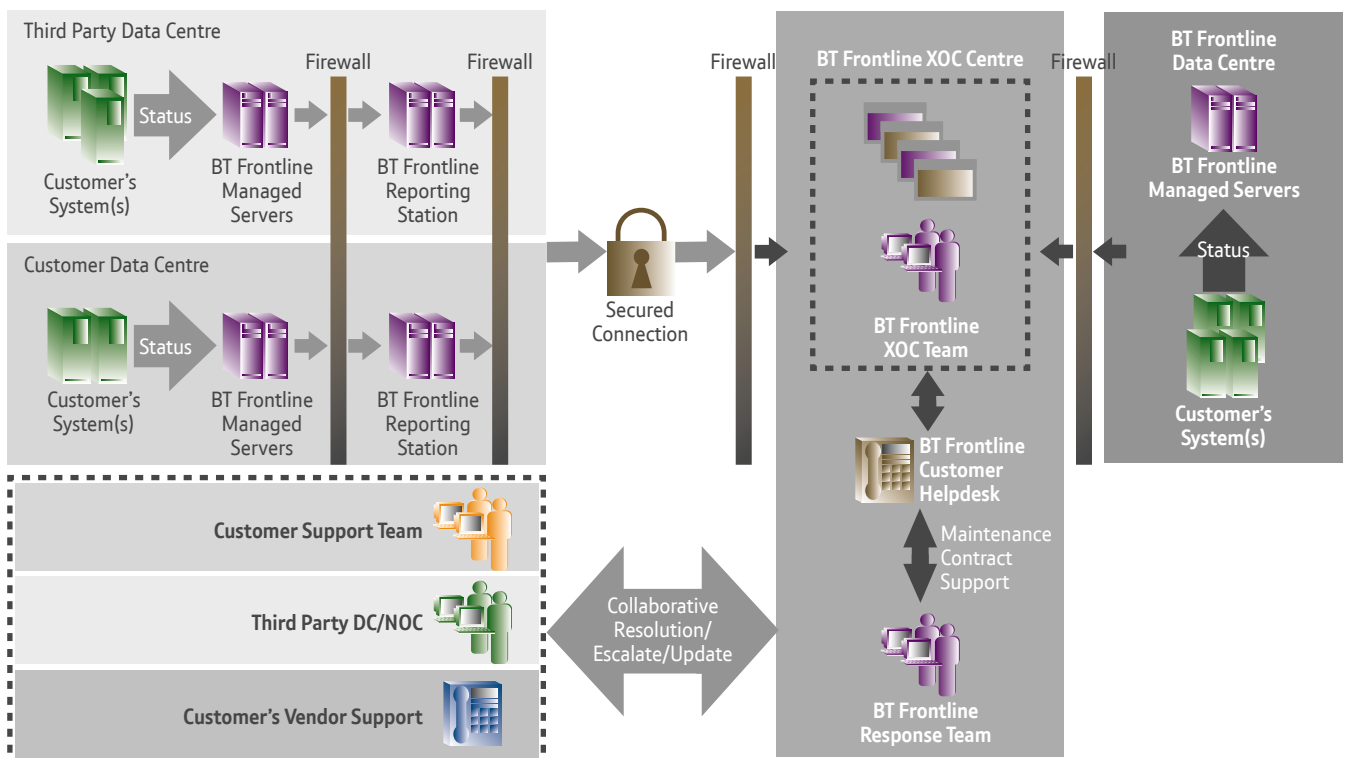
Improve service levels with the best-of-breed monitoring and management technology

Business Challenges

In an ever-changing and competitive business environment, IT systems are integral to every business process. When systems fail, the entire enterprise faces serious consequences where you will be outrun by competitors and miss opportunities, making quick recovery ever more crucial. The technical support team is often caught off-hand with outages too. By fixing problems before they escalate, analysing event history to avoid a recurrence of problems and tracking changes within your IT environment, it significantly increases the availability of your business-critical systems.

In addition, IT organisations must manage the enterprise infrastructure, and at the same time, maintain the highest level of services. To be effective, businesses must also reduce complexity, costs and keep the enterprise operating at optimal efficiency.

Rapidly changing trends are increasing the breadth and depth of knowledge required, making it difficult for existing system administrators to keep abreast with technology advancements. The cost of maintaining trained personnel is also increasing. One key area to reduce costs is to simplify the main task of job administrators — systems management.



Our Service Offerings

Best-of-Breed Technology

BT Frontline comprehensive Remote Management Services (RMS), a portfolio made up of best-of-breed technology, system monitoring and management services and tools, together with experienced engineers and proven processes, help customers meet system availability goals, allow administrators to focus on their key tasks, support and improve service level to various business units (BUs).

Our RMS services include the following:

- Remote, secured monitoring system
- Centralised, consolidated monitoring team
- Integrated escalation procedures and processes
- First-level response and resolution
- Timely updates and reports

At BT Frontline, we provide 24/7 support and you can rely on our RMS Team to coordinate with the Helpdesk support in collaborating with customers or vendors to initiate the resolution process when the threshold level is exceeded or when the system fails.

Service level requirements can be met when system resources can be monitored and adjusted accordingly as this improves application response time. In addition, the storing of data for trend analysis also allow for better planning, resource management and reporting, thus enabling faster decision-making.

Activities and Deliverables

- Project kick-off meeting to establish goals and milestone
- RMS consulting, taking into consideration organisation policy, regulatory compliance and business impact analysis

For more information, please contact our sales hotline at **(65) 6490 4884** or email sales@frontline.com.sg.

BT Frontline Pte Ltd

750 Chai Chee Road
#02-01/02/03 The Oasis
Technopark@Chai Chee
Singapore 469000
Tel (65) 6773 7227
Fax (65) 6779 4455
www.btf frontline.com.sg

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- Review current system operation and operational support procedures
- Documentation of system configuration and specification
- Documentation of pre-installation and statement of works
- Documentation of maintenance contract status
- Documentation of escalation procedures plan
- Provide implementation, setup document and acceptance test plan
- Verify solutions against documented test procedures
- Actual monitoring
- Manage and reporting

Key Highlights

- Maintain service level
- Increase operational and staffing efficiencies
- Central management and 24x7 monitoring
- Optimised domain knowledge and skill sets

Key Features

- Secured access
- Consolidated 24x7 monitoring
- Service level improvements
- Best-of-breed tools
- Integrated escalation
- Coordinated updates
- First-level response and resolution
- Experienced support team
- Documented reports

Key Customer Benefits

- 24x7 monitored systems status
- Experienced response team
- Systematic escalation process
- Resolve staffing issues and the problem of the shortage of skilled resources
- Option to integrate into DR plan

Complementary Services

- System Operation Services (SoS)
- IT Governance and Compliance
- Application Production Assurance
- Managed Disaster Recovery Services
- Performance Assessment, Capacity Planning and Architecture Review