



Innov8 Support Services

Letting you focus on your business whilst we take care of the rest

Innov8 offer a comprehensive IT Support service, covering Hardware, Network operating systems, including Virtual technologies, and specific line of business Software applications.

Moving away from traditional methods of support which focus on fixing issues once they have occurred, Innov8 offer a different solution to this problem, focusing on system uptime and business continuity.

To achieve this, we use the latest systems and technology to remotely and pro-actively monitor your infrastructure, identifying potential problems and resolving them, often before they even happen !

This “preventative” ethos is fundamental in achieving the highest levels of support for our customers.

We understand that each customer is unique, with different levels of IT capabilities, and we have tailored our support offerings to reflect this.

- **Premier**
- **Premier Plus**

What is Premier ?

Most Standard Support Contracts traditionally offer a “Break-Fix” service, and usually work best for Businesses that have some IT capabilities onsite, requiring the assistance and back-up of trained technicians as and when necessary.

However, with the Innov8 **Premier** Support Service, you will not only receive break-fix support on your pre-agreed Software and Hardware, but much more! You will also have certain elements of your system pro-actively monitored, meaning some issues will be prevented from ever happening at all !

What is Premier Plus ?

The Innov8 **Premier Plus** Support Service is an enhancement to our Premier Support Service and is especially useful for Businesses where there is little or no IT expertise onsite. This service enables the Business to focus on its every day activities, allowing Innov8 to manage almost all IT issues and requirements remotely.

With the Innov8 **Premier Plus** Support Service, you will not only receive all the benefits of the Premier Support Service, but much more! You will also have ALL key elements of your system Pro-actively monitored, meaning most problems will be prevented from ever happening at all !





Innov8 Premier Support Service

The following benefits are included in the [Premier Support Service](#):

Telephone & Remote Support	Unlimited access between the hours of 9AM to 5.30 PM to the dedicated Telephone Helpdesk in Stockport. If required, coverage outside of these hours can be separately arranged.
Web Portal	Unlimited access 24 x 7 x 365 to the Customer Support Portal. The Portal allows you to log a 'new case', check the progress of existing cases, and review your company specific knowledge base of previous/ historic enquiries and solutions provided.
Disk Space Monitoring	Using our dedicated Innov8 Support Agent, we monitor disk capacity and available space. Low disk space is a key factor in many IT issues, and by ensuring early visibility of any potential disk space issues we are able to take steps to avoid associated problems even before they happen !
Server Patch Management	Software vendors, such as Microsoft, frequently release Operating System updates and Service Packs to ensure continued stability and security of your system. Innov8 will ensure any relevant or necessary updates and Service Packs are applied to your server(s) with minimum business disruption.
Full Hardware Repair Service (parts inclusive)	Should a device, such as a Server or PC / laptop, develop a hardware fault, Innov8 will provide all replacement parts and labour required, including and up to a complete re-build of the device. This excludes consumables such as batteries, or any items that by their nature need replacement on a regular basis.
Warranty Co-ordination	Innov8 supply a wide range of IT hardware, ranging from Servers and Storage Solutions to PC's and Printers. If you purchase the hardware from Innov8, we will provide warranty co-ordination for the item purchased, contacting the manufacturer on your behalf, arranging the repair/ replacement, therefore minimising the impact on you, the customer.
No travel time & expenses charge	In the event that a problem occurs that Innov8 agree cannot be resolved via telephone or remote assistance, Innov8 will provide a Technician onsite at no additional cost.





Innov8 Premier Plus Support Service

The following additional benefits are included in the [Premier Plus Support Service](#):

End User Patch Management	In addition to Server Patch Management, we also monitor and manage end user devices to ensure continued stability and security for your users. Innov8 will ensure any relevant or necessary Software Updates and Service Packs are applied with minimum business disruption.
Backup Monitoring	A successful data and / or server backup to removable storage – such as a tape or hard disk – is critical to the integrity and resiliency of a Company’s IT systems. Using the Innov8 Support Agent, our Technicians will monitor the backup procedures and pro-actively address any issues without the Customer’s involvement.
Anti Virus Monitoring	Ensuring the IT systems are protected from external threats – such as virus or spam – is critical to the overall security of the Company’s IT systems. Using the Innov8 Support Agent, our Technicians will ensure the Anti Virus application is operating correctly, including the latest Security Definitions.
User Account Management	As with any aspect of life things change, and IT systems are no different. As users leave the company, new employees start or existing employees require different access privileges to the systems – our Helpdesk will ensure these changes are made for you.
Email Account Management	Email is now widely recognised as a critical business tool, with most businesses using it in some way to transact with their own customers. Innov8 will create and amend email accounts and groups as required, and will also advise on best business practise in areas such as mailbox size to ensure your email solution operates as effectively as possible.
Quarterly Performance Review	Quarterly, a Performance Pack will be produced that contains details of the previous 3 months Support usage. This information will be used to review our Performance against the expectations of your Business, ensuring you are always receiving the service you expect. This will also help to identify any areas that might require further investigation or attention, outside that of the helpdesk function.
Annual Health Check	Annually, a comprehensive Health Check of your IT systems will be carried out – both hardware and software. This will determine which, if any, areas of the systems require investment over the coming 12 months, ensuring you receive the highest possible value from each ‘IT pound’ you need to spend.
Asset Management	Using the Innov8 Support Agent, we will provide a full Audit of all network devices – including Software Licensing – right down to serial numbers and licence keys! This will ensure you are compliant and legal, and can also be produced when needed to assist with Yearly Auditing for example.
Mobile Solutions	We are able to implement mobile integration to MS Exchange systems for two way communications of email, calendars and contacts, using either iPhone, Blackberry, Windows Mobile or Android based handsets, Subject to availability of SSL Certificate.





1. Pre-Requisites

1. All Software and Hardware must have a valid support contract in place.
2. All Server and Client hardware must be “branded” equipment (HP, Dell, IBM etc.);
3. All Servers with Microsoft windows Operating Systems must be running Microsoft Windows 2003 Server or later, and have all or the latest Microsoft Service Packs and Critical Updates installed;
4. All Desktop PC’s and Notebooks/Laptops with Microsoft Windows Operating systems must be running Windows XP Pro SP3, Windows Vista Business or Windows 7 Pro and have all current Microsoft Service Packs and Critical Updates installed;
5. The environment must have a currently licensed, up-to-date and vendor-supported Server-based Antivirus solution protecting all Servers, Desktops, Notebooks/Laptops and Email.
6. The environment must have a currently licensed vendor-supported server-based backup solution utilising removable storage such as hard disks or tapes in at least a 5-day rotation, which are taken offsite;
7. The environment must have a currently licensed, vendor-supported Hardware Firewall between the Internal Network and the Internet;
8. The Inno8 Support agent must be installed on all supported Servers and Client Devices;

Any Hardware, Software or Service Costs required to meet the above Pre-Requisites are not covered by the Support Agreement. It is also critical to note that it is the responsibility of each Customer to ensure the Company is correctly licensed for all software installed within the environment.

2. Service Level – Our Response Time

Cases are assigned and the priority is agreed by the advisor and the customer, on the basis of the impact to your business. Priority levels and responses are detailed in the table below:

Priority	Description	Customer Impact	Contact	Response
Critical	Network / Server Down	No systems and all users are unable to work.	Call 0161 975 1666	30 minutes
High	Software Down	Software application or routine not running, multiple users affected, time urgent.	Telephone or Web Portal Support	1 hour
Medium	Network / Software affected	Limited functionality, not critical, business operations not materially affected.	Telephone or Web Portal Support	2 hours
Medium	User Down	Single user none critical.	Telephone or Web Portal Support	2 hours
Low	User Affected	Single user, temporary solution in place.	Telephone or Web Portal Support	4 hours
Low	Software Query / FAQ	No impact to the user or Process.	Telephone or Web Portal Support	4 hours

