



# panacea managed services

your guide to panacea  
managed support services

CUSTOMER RELATIONSHIP MANAGEMENT 

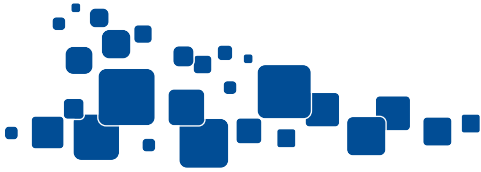
ENTERPRISE RESOURCE PLANNING 

BUSINESS INTELLIGENCE 

 **MANAGED SERVICES**

INFRASTRUCTURE 

INTEGRATION 



## Welcome to Panacea Managed Services

Welcome to Panacea, we look forward to working with you over the coming years as we strive to help you deliver greater value from your IT investment. By taking support with us you are joining a community of more than four hundred companies who rely on Panacea to help ensure that their IT systems continually support their business success.

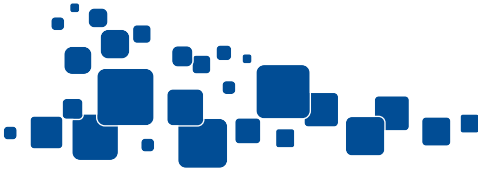
This short manual is your guide to how best to interact with our support team and the service levels you can expect to receive. It should provide you with all the information you need but if you need any further help then simply call our support line on 0844 225 2500 (local call charges from anywhere in the UK) and we'll be happy to help.

We hope and expect that over the coming years you will build a strong relationship with our support staff such that they become close allies in the effort to make your business more successful. We look forward to building that relationship and meeting or beating your every expectation.



Kind regards

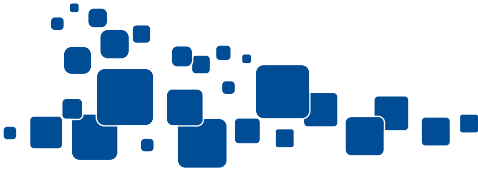
Barry Wakelin  
**Director**



## Support Evolved

We're proud of what we do and we hope that you will enjoy working with us. We recognise that IT is the cornerstone of every modern business and so we have evolved our support services to meet the demands of businesses operating in a challenging economic climate:

- ◀▶ Our staff are trained to understand the business impact of IT issues
- ◀▶ We offer true end-to-end support so you don't have to contract multiple partners
- ◀▶ We've simplified our pricing model so you can understand what your support costs will be
- ◀▶ We've made our support offerings as flexible as possible. You can extend support hours, move to an outsourced model and request specific response times for specific pieces of your IT environment
- ◀▶ We've added features to our support offerings to pro-actively reduce the chance of systems failure so that the need for reactive support is less likely
- ◀▶ We maintain the highest levels of accreditation so you don't have to
- ◀▶ We work to a proven ISO9001:2000 quality system that ensures measurable, repeatable service
- ◀▶ We welcome your feedback, please tell us what you think, good or bad, and we will endeavour to react accordingly



## Service Levels – What you can expect

Our support processes are being constantly honed. We never rest in our attempts to deliver better service. We measure a number of key performance indicators every day and adjust our behaviour to best meet demand throughout the day.

You will be asked to agree the severity of your call at the time of logging and this will decide how the call is dealt with by our staff. We ask your co-operation in agreeing a realistic severity level since you may be the next customer who has a system down and therefore need the immediate attention of our support team – if every call is severity one then it becomes difficult to prioritise! The table below describes what severity to ascribe to your call:

Call Severity	Description	Response Time	Update Every
1	Your operation cannot continue. Critical systems failure	1 hour	1 hour
2	Experiencing major problems. Impact on system usage apparent and critical, with essential users unable to work or key processes unable to operate	2 hours	2 hours
3	Experiencing minor problems. Impact on system usage apparent but not critical, with elements of the system not responding	4 hours	4 hours
4	Basic system advice. No impact on system usage	1 day*	1 day*

\*if your query relates to a month end or payroll issue and time is of the essence then we will re-prioritise your call.

Our other key performance indicators are:

- ◀ We aim to fix over 80% of all calls within eight working hours
- ◀ We aim to close 80% of all calls within the same business day
- ◀ We maintain a clear escalation process for critical call logs

Beyond these quantitative measures, we crave your personal feedback. Please take the time to tell us how we're doing – good or bad. Without your feedback we can't improve our processes to better meet your needs.





## Key Contacts

### Solutions Director

Barry Wakelin

Telephone: 01256 744022

e-mail: bwakelin@panacea.co.uk

### Manager, Application Services

Richard Thomas

Telephone: 01256 744079

e-mail: rthomas@panacea.co.uk

### Customer Satisfaction Manager

Jayne Pearse

Telephone: 01256 744063

e-mail: jpearse@panacea.co.uk

### Applications Support Supervisor

Haley Van Der Merwe

Telephone: 01256 744061

e-mail: hvandermerwe@panacea.co.uk

### Manager, Infrastructure Services

Kevin Green

Telephone: 01256 744084

e-mail: kgreen@panacea.co.uk

### Technical Support Supervisor

Ed Stone

Telephone: 01256 744059

e-mail: estone@panacea.co.uk

### Manager, Workshop

Yousif Hirmiz

Telephone: 01256 744089

e-Mail: yhirmiz@panacea.co.uk

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### Headquarters

Bartley House  
Station Road  
Hook  
Hampshire RG27 9JF

Telephone: 0844 225 2465

Support Line: 0844 225 2500

Local call rate from all UK landlines





## How to log a support call

There are two simple ways to log your support call:

**Call:** 0844 225 2500 (Your call will be charged at the local rate from any UK landline)

**E-mail:** [support@panacea.co.uk](mailto:support@panacea.co.uk)

The support number is manned from 08.00-18.00 hours Monday to Friday except Bank and Public holidays and covers all the service teams within Panacea.

Panacea can provide extended cover where different call and response arrangements may apply.

Our Call Management team will take your call and log the details at which point you will be asked to prioritise the call (see under Service Levels for more details). You will be issued with a unique call log number for your reference and put through to the relevant technical support professional to commence diagnosis of the problem. If they are unavailable, your support call will be responded to as soon as someone becomes available.

You may be required to give your Service Agreement Number. Please note that all equipment and products under service are available on-line to the Call Management team.

You will be asked to provide a confirmed order for support for products not on your current contract.

On call closure, an e-mail is automatically generated and sent to the customer to confirm resolution.

If we can amend our service to meet your specific requirements please contact us. Panacea offers a range of pro-active and outsourced managed services that are flexible and can be tailored to suit your specific requirements.





## Support service levels and call logging methods summary

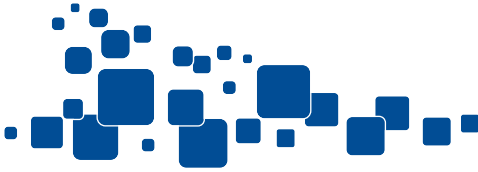
### Level of Support

<b>BRONZE</b> <b>09:00 - 17:30 hours</b> Covers Monday - Friday excluding Bank & Public Holidays. Support beyond 17:30 hours by arrangement and chargeable at hourly rate.	<b>08:00 to 18:00hrs</b>	0844 225 2500
	<b>18:00 to 20:00hrs</b>	N/A
	<b>20:00 to 08:00hrs</b> Weekends & Bank Holidays	N/A
	<b>e-mail</b>	<b>24hr*</b> E-mail logging 24hrs but service agreements will dictate response time.
<b>SILVER</b> <b>08:00 - 20:00 hours</b> Covers Monday-Friday excluding Bank & Public Holidays. Support beyond 20:00 hours by arrangement and chargeable at our hourly rate.	<b>08:00 to 18:00hrs</b>	0844 225 2500
	<b>18:00 to 20:00hrs</b>	Hardware, Technical Support and Applications Support via a dedicated pager number issued as part of your support contract.
	<b>20:00 to 08:00hrs</b> Weekends & Bank Holidays	N/A
	<b>e-mail</b>	<b>24hr*</b> E-mail logging 24hrs but service agreements will dictate response time.
<b>GOLD</b> <b>7 x 24hr cover</b> Covers 7 x 24hr cover 2-4 hour response levels. Full support cover 24 hrs a day, 365 days per Year.	<b>08:00 to 18:00hrs</b>	0844 225 2500
	<b>18:00 to 20:00hrs</b>	Hardware, Technical Support and Applications Support via a dedicated pager number issued as part of your support contract.
	<b>20:00 to 08:00hrs</b> Weekends & Bank Holidays	As above
	<b>e-mail</b>	<b>24hr*</b> E-mail logging 24 hrs but service agreements will dictate response time.

1. Calls made outside your Cover Plan will be charged at the prevailing rate.

2. \*E-mail logs will only receive a response during standard working hours. All urgent logs should be placed by telephone.





## Complaints Procedure

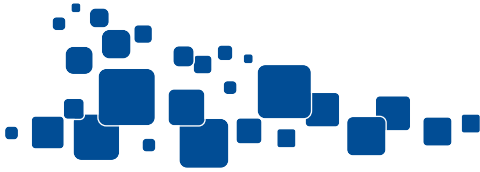
Although we make every effort to deliver the service you demand, humans are fallible. We appreciate that there may be times when a call is not dealt with to your satisfaction. If this is the case then we want to hear about it so that we can continue to hone and improve our processes.

You can raise a complaint as follows:

- ➡ **By Telephone – Contact the appropriate person on the key contacts page of this guide.**
- ➡ **By e-mail – To [support@panacea.co.uk](mailto:support@panacea.co.uk) heading your email “complaint”.**

As part of our ISO9001:2000 quality measurement procedures we will investigate the matter and reply to you with our findings. You can be sure that those findings will result in changes to our processes so that your future experience will be better than ever.





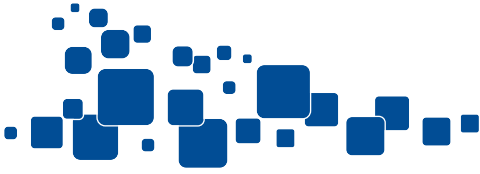
## Panacea Managed Services

Maximising the return on investment from Information Technology is often outside of the scope and expertise of many business organisations. In response to this, outsourced managed IT services have become a key strategic business tool. Over a number of years Panacea has been providing high quality and flexible outsourced IT managed services to clients. Panacea can provide an end-to-end service looking after all your business applications as well as the environment in which they run.

Panacea Managed IT services offers pro-active, flexible and tailored outsourced IT services and provides an extensive range of services including:

- ◀▶ **Application Management**
- ◀▶ **System Management**
- ◀▶ **Operational Services**
- ◀▶ **Network Management**
- ◀▶ **Hosting Services**
- ◀▶ **Internet Services**
- ◀▶ **Monitoring Services**





No matter how complex your existing IT environment, Panacea can provide a comprehensive range of network and IT Management Services designed to:



- ◀ Evaluate and improve efficiency and cost effectiveness
- ◀ Deliver highly secure, always available client services
- ◀ Simplify management of suppliers and support providers
- ◀ Ensure clear ownership and resolution of issues
- ◀ Proactively manage capacity and identify new opportunities for service improvements
- ◀ Provide objective advice to roadmap new requirements
- ◀ Release resources to develop your core business





## The support is great so what else can Panacea do for me?

If you enjoy working with our support team then we'd love to talk to you about our other offerings:

-  **Customer Relationship Manager (CRM) Solutions**
-  **Enterprise Resource Planning (ERP) Solutions**
-  **Business Intelligence (BI) Solutions**
-  **Infrastructure Solutions**
-  **Systems Integration Solutions**

We bring the same enthusiasm, knowledge and commitment to these offerings as we do to our customer support. As with our support services we want to do more than just deliver systems to you. Our close partner relationships mean that our consultants have an intimate knowledge of current and planned future applications and infrastructure which means that they're well placed to help develop a vision for how IT can drive growth, flexibility and cost reductions in your business.

So if you're fed up with your IT partner offering technical solutions that do little more than stick a plaster on your current business issue and you want a partner who attempts to understand your business and who can create a vision for how IT might transform your processes and profitability then talk to Panacea.

We will be delighted to help change the way you think of IT. Forget IT being a cost centre, a pain to your staff and a constraint to free-thinking and let Panacea help you create a dynamic IT environment that not only supports your business objectives but actually helps drive them.



## **Panacea Network Manager**

Ensure the maximum security of your server and user network with Panacea Network Manager.

Panacea is now able to offer you a pro-active dimension to support that will maximise the security of your server and user network. This will minimise the downtime of your network and greatly enhance the security of its operation. Panacea Network Manager is an integrated web based solution that provides a range of services on the server and across the entire network. For more information please contact your Account Manager or a member of the Panacea Support team.

## **Helpdesk – outsourced**

Panacea Managed IT Services can provide an outsourced Helpdesk for customers requiring a central contact point for call logging, call log analysis and reporting. The Helpdesk will provide dedicated telephone lines and e-mail addresses enabling it to provide a seamless Helpdesk service to the customer.

## **Virtual IT Director**

Panacea Managed IT Services can provide you with a highly experienced IT consultant who can assist your organisation to effectively deploy technology to gain competitive advantage. The consultant will spend time gaining an in depth knowledge of your business and engage in all IT decision making. By its nature the appointment will operate at senior management/director level. The service can be tailored to suit specific requirements.

Further information may be obtained from your account manager or any key contact listed within this guide.



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- CUSTOMER RELATIONSHIP MANAGEMENT ◀
- ENTERPRISE RESOURCE PLANNING ◀
- BUSINESS INTELLIGENCE ◀
- ◀ **MANAGED SERVICES**
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