



Network Si

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On Site Services

Additional resources
as and when you
need them

On Demand

Any business always demands a good return on its investment in Information Technology and associated services. The key cost in any IT service equation is personnel and that means employing only those personnel that you need for business as usual.

The balancing act is then smoothing out the peaks and troughs in demand for your IT services.

In our experience organisations usually have the following demands in this area:

- Specific technical skills over a predetermined period to support their operational infrastructure but where the demand does not justify a full time or even part time employee.
- Repetitive, but technically vital and knowledgeable activities on their operational infrastructure that may be too junior for their current, expensive technical personnel.
- Specific project deployment activity (desktop builds and rollouts, server builds, infrastructure refreshes) which can be done by any technically qualified personnel.

Filling the Gaps

Our On Site Service is designed to meet the above requirements and help you deal with the peaks and troughs in demand for IT services. Simply decide on the skill set that you need, how often you need the skills, and we'll arrange the rest.

Typical customer schedules include:

- One day a week updating HP PCs and then resolving user issues and queries with desktop applications.
- One day a month checking server storage

utilisation, server performance and validating anti-virus updates.

- Six visits a year to apply the latest operating system, SQL and Exchange service patches and fixes.
- Two visits a month supporting legacy Novell servers prior to decommissioning.

We can also cover situations where key personnel are absent for a variety of reasons (for example sickness, injury or holidays) but where the business would struggle without their skills being available.

Our Services Delivery

We can supply your requirements in one of two ways:

- Scheduled On Site Services
- Call Off On Site Services

The sidebar to the right has further details.

Note you can mix the two if required. So for example you might have a Scheduled contract for two days a month to maintain Exchange 2003 and another Call Off contract for ten days to be used to facilitate an upgrade to Exchange 2007.

Our Knowledge and Experience

As a Microsoft Gold Partner and HP Preferred Partner, Network Si have unique insight into the current and proposed IT technologies used in today's enterprise.

The personnel that we employ reflect these special relationships in their expertise, knowledge and vendor accreditations. We have numerous Microsoft MCP and MCSE personnel along with Novell CNEs and MCNEs. We also have HP ASEs and ACTs. We have specialist skills in clustering technologies, NAS and SANS.

Primary Benefits

- ✓ Additional pairs of qualified hands when you need them.
- ✓ Ideal to cover peaks in demand associated with project rollouts.
- ✓ Ideal to cover specialist gaps in your organisation skills.
- ✓ Removes the need to employ full time expensive specialists where the volume of work does not warrant it.
- ✓ Access to qualified personnel with current skills and knowledge that is maintained, in the relevant areas.
- ✓ Frees up your personnel to work on specific business issues.
- ✓ Over time we will understand your operation and so will be able to offer advice if required.
- ✓ You can reserve our personnel to fit your schedule.

Two Types

- **Scheduled** - When you know what skills you want, how often and when. Simply order and pay for the service and we'll book the days with you up to a year in advance.
- **Call Off** - When you know that you need someone over the next year but are not sure when. Simply order and pay for the days and when you need them we can find the next available resource and book the dates immediately. Removes any "last minute" rush in obtaining budget and raising an order when the time comes.

For further information:

- Contact your Account Manager
- Email us on sales@networksi.co.uk
- Call us on 0121 511 1234

INTEGRATION &

MANAGED SERVICES