



About Carelink Flexible Support

Carelink provides a range of technology solutions and services to enable our clients to address their business needs. In many cases our clients wish to arrange for ongoing support for these solutions and services or for existing infrastructure, applications or projects.

To answer this need, we offer our Carelink Flexible Support service.

What is Flexible Support

Carelink Flexible Support is a combination support agreement that provides an agreed number of days of support per annum, commonly in multiples of 6.

Carelink Flexible Support is typically arranged based on a number of days per annum and may be called off based on a pro-rata number of days per month, commencing in the first month. For example a 12 day agreement allows for 1 day (8 hours) of support per month to be requested.

The number of days selected are held on account and may be taken as either 'Remote support and guidance' or as 'Onsite support', according to the needs of the clients at the time.

Remote support and guidance

This allows clients to request remote support or technical guidance by one of our support engineers. Commonly this is used to address specific technical issues that have arisen, however it may also be used in a consultative format where the client requests advice pre-

emptively, for example this might be regarding application configuration.

Remote support and guidance is taken in 1 hour increments, however we try to be flexible in how we treat this.

Onsite support

This allows clients to request a site visit by one of our support engineers to address issues you have that may not be solved remotely.

Onsite support uses a minimum of half day

Carelink Flexible Support allows the two types of support to be mix and matched as needed, so a client might use half a day onsite and use 4 hours of remote support (or any other combination).

In both cases there is flexibility to carry days forward to following months.

What support can cover

Our expertise spans applications through to platforms; we are able to provide flexible support through our world class, ITIL-based managed services division which allows us to provides expertise in supporting and securing high availability internet and enterprise systems.

ioko's technical strength and ability to deliver, no matter how challenging the project, has cemented its role as the trusted and preferred implementation partner for many of the industry's leading software vendors including, Microsoft, Sun, & Vignette. We're at the forefront of their technologies so that we can help our clients use it to be at the forefront of their business.

Key Benefits

- **Cost effective** access to multiple support options in a single package
- Ability to **call off support as required**, according to your schedules and needs
- **Responsive and highly trained** support team
- Ability to use for small scale **development** activities as well as incident **and issue resolution**
- Access to partner resources through our escalation mechanisms
- Easy budgeting for unexpected needs
- No requirement to take multiple support contracts

Head Office
Innovation Close
York Science Park
York
YO10 5ZD
UK

London Office
17c Curzon Street
London
W1J 5HR
UK

t: +44 (0) 1904 438 000
f: +44 (0) 1904 435 450

e: info@ioko365.com

We are experts at supporting the following:

OS:

- Microsoft OS (including Windows Server 2003, NT etc)
- Unix (including Solaris and AAX)
- Linux (including SUSE and Redhat)

Databases:

- SQL
- Oracle
- MySQL

Applications:

- All Mainstream Microsoft technologies, e.g.
- Exchange Server
- Active Directory
- Microsoft Content Management Server
- Microsoft SharePoint Portal Server
- Microsoft CRM
- Microsoft Commerce Server
- Microsoft BizTalk
- Apache
- MediaSurface

Networking and Security:

- Cisco
- Checkpoint
- Nokia
- RSA

If there is something that you need that isn't listed please contact us as our skills are not limited to just these.

Requesting Support

Support can be requested from our Service Desk via:

- Email
- Telephone
- Online using our "My Carelink" support web site

Requests may be made at any time (24x7) and we respond during office hours (9:00 am to 5:30 pm Monday to Friday, excluding Bank Holidays).

Our standard Service Level Agreement is published on our website and client specific SLA's can be agreed as required.

Standard packages

Although Carelink Flexible Support can be configured in a variety of ways commonly clients choose either a 6 day or 12 day package, providing half or one day of support per month for a fixed, budgeted fee.

What Next?

If you would like any further information on our services, please contact us on:

Web: www.carelink.co.uk

Or you can contact us directly by email, telephone or mail at the address above:

Email: info@carelink.com

Tel: 01904 438000

and ask for Carelink Sales