

A photograph of two white wind turbines with three blades each, set against a bright blue sky with wispy white clouds. The turbines are situated on a green hillside with a line of trees in the background. In the foreground, there is a lush green field of tall grass. A semi-transparent blue speech bubble shape is overlaid on the left side of the image, containing the text 'IT Resource Management'.

IT Resource Management



Blue Saffron
Life support systems for business

IT Resource Management

Who are we?

Blue Saffron Limited is an independent Managed Services Provider . We provide core support services focused on IT, communications and networking.

Our current service portfolio includes IT Resource Management, fixed line and mobile telecommunications, internet access, virtual private networks (VPN), data backup, hosted email and managed hosting options.

Why are we different?

Focus on businesses: Blue Saffron only serves businesses, focusing on their essential but non-core services, and saving them from having to deal with multiple suppliers.

Technology and infrastructure independent: we dual source every service and manage a stable of world-class suppliers to secure “best of breed” technology and services.

Simplicity: our services and pricing are simply and clearly articulated, with integrated monthly billing and on-line account management.

Intelligent Customer Service: We have a unique commitment to intelligent, personal and responsive customer service: no call centre queues or cumbersome automated answering systems.

IT Resource Management

What if your entire IT environment was monitored around the clock with problems proactively detected, and then resolved before they caused downtime for your business?

Or if you could get your technology fully managed and have employee “help desk” support so that you and your IT staff could focus on business innovation rather than IT maintenance?

Wouldn't it be just perfect if your technology just worked when you needed it to work?

At Blue Saffron we think it should. That's why Blue Saffron's Managed Services for Business was designed to help simplify your IT by removing cost and complexity associated with maintaining IT. This result in less downtime and more up-time, giving you time back to focus on running your core business.

We also know that businesses are constantly challenged by the task of managing the demands of business growth while coping with continuous technology challenges.

Our focus is to keep your IT systems operational, available and secure so that you can focus on the everyday demands of expanding your business, managing costs and increasing revenues. We're here to help you realize the productivity gains and ROI you have been expecting from your computer systems all along.

As a core component of our Managed Service portfolio, IT Resource Management from Blue Saffron consists of various service level offerings that provide affordable



IT Manager

A proactive, preventative approach to IT management.

Let Blue Saffron help you realize the productivity gains and ROI you have been expecting from your computer systems all along.

proactive IT management and support. Utilizing our unique framework for providing managed IT services, Blue Saffron provides a range of proactive services designed to optimize your technology investment and maximize the productivity of your people and business.

Blue Saffron's service proactively monitors your PCs, servers and networks to identify problems and address them before something goes wrong. It's like putting your IT environment on auto-pilot. With our **"Notify"** service you can rest assured if something is wrong we'll make you aware of it. With our **"Resolve"** service we'll go a step further and fix the problem for you. And with our **"Professional"** service we can compliment your existing resources or even do it all.

Whether you are looking to outsource key IT support functions or your entire Information Technology department, Blue Saffron can help you focus on your core competencies every step of the way through our full line of support services. We have experience providing 24x7 support to organizations of all sizes, from small startup companies facing growth-to international companies interested in outsourcing their entire Information Technology department. Our support offerings are available for all versions of Windows, UNIX, Novell and Macintosh operating systems as well as for proprietary device-based systems. Our **Level 4:Entrust** service provides an all encompassing support service that comprises a number of modular and independent products and services that provide a comprehensive

solution capability for the modern needs of corporate enterprises – based upon the Information Technology Infrastructure Library (ITIL) - Plan Acquire Deploy Maintain Retire lifecycle.

We can maintain your entire environment, plus provide employee "help desk" support, allowing you to focus your resources on strategic initiatives that more directly contribute to the success of your business.



DID YOU KNOW?

20 Million Person days per year are lost due to technology failures in the U.S alone. A cost that few businesses can afford. Any business supported by technology should consider both direct and indirect costs.

source: Ziff Davis Enterprise



Nationwide Recruitment Process Outsourcer

We looked for an ICT services provider

that could take on a broad spectrum of duties but needed to work with a vendor that could work well with our staff

Virtualisation

Virtualisation is very much a “hot topic” at the moment; however it is often used to refer to a wide variety of technologies. In broad terms, virtualisation represents the abstraction of a technology into some form of centralised, controlled environment. This is accomplished in a number of ways, depending upon the technology being virtualised. Typically this involves the creation of many virtual “instances” that share the resources of a single piece of hardware.

A virtualised platform is highly scalable, meaning that adding additional virtual servers as your company grows does not incur the same project, labour or capital costs as adding additional physical servers. In addition, organisations that deploy a virtualised environment could also reduce their energy consumption (and thereby reduce their carbon footprint) and improve the effectiveness of their disaster recovery plan.

Blue Saffron is focussing on this strategically important area of IT. We offer services providing **platform, server, application, desktop, storage and network** virtualisation.

The key business benefits are -

Consolidation - Utilise less space, less power, less hardware to operate the same or larger application environment

Cost control - Reduce capital costs and management costs through less hardware and reduced infrastructure administration

Scalability - A virtualised infrastructure that can grow as your business does

Efficiency - Deliver applications in a highly efficient and scalable way

Resilience - Leverage inherent benefits of virtualisation including high availability and business continuity

Green IT - Improve energy efficiency and reduce your carbon footprint





Blue Saffron are monitoring our infrastructure

and have changed the support dynamic from reactive to proactive.

National Media company T Manager

It's about a proactive preventative approach to IT systems management

This is possible through the use of a series of "Best Practices" that we have developed over years of collective experience.

Best practices for tasks such as:

- Spyware Protection and Removal
- Virus Protection
- Disk Drive Analysis
- Security Patch Management
- Application Usage
- System Auditing
- Backup and Disaster Recovery
- User Policy Enforcement

What Makes Blue Saffron's IT Resource Management Offering Different?

Blue Saffron has invested in new technologies, and made dramatic changes in our own infrastructure, so that we can deliver a comprehensive, cost effective, total solution that offers you more control over your IT infrastructure.

We've acquired **technology** to enable us to **deliver our services over the Internet** and provided local technical resources for your area so that we can be onsite quickly to resolve problems. We've also created an environment where your systems are monitored around the clock by our staff, and implemented **Support Desks** where **our agents solve your problems when they occur.**

By maximizing the benefits of technology, daily, weekly and monthly IT tasks can be automated and scheduled to ensure all tasks are completed and reported consistently and without fail.

Consistency creates reliability which results in predictable costs. How many times have you received a bill that you couldn't understand or begin to determine if it was justified?

Consistency is the cornerstone of IT Resource Management

IT Resource Management Features

- Site Assessment and Inventory
- Proactive Service
- Management and Status Reporting
- Best Practice Driven
- Automated and Reliable

We keep you informed by providing regular communication and executive reports covering the overall health of your computer network and the results of our services. All communication and issues associated with your users and systems is tracked, reported and retained for analytical, historical and audit purposes.

IT Resource Management Benefits

- Reliability
- Security
- Consistency
- Productivity Gains
- Cost Management and Control
- Performance
- Managed Expansion and Growth

DID YOU KNOW?

Technology powers so much of your business, but it shouldn't overpower you. Reclaim your time and resources today.

Blue Saffron's Service Level Options

LEVEL 1 Notify	LEVEL 2 Resolve	LEVEL 3 Professional	LEVEL 4 Entrust
	24/7 Remote Monitoring of networks, systems and applications		
	24/7 Access to Customer Portal and Support Desk		
	Monthly Management Reports by e-mail		
		Security Patch Management	
		Hardware and Software Change Notification	
		Remote Management and Remediation	
		Spyware and Virus Protection Management	
		Computer Cleanup Wizard	
		Vulnerability Reporting	
		Inclusive Onsite Support	
		Capacity and Performance Monitoring	
			Professional Services
			Systems Procurement
			Systems Deployment
			Support and Maintenance
			Asset Recycle
			TUPE program
Bespoke Options include -			
	- Professional Services - Anti-Virus , Anti -Spam, Web defence - Backup and Disaster Recovery Solutions - Hardware and Software Procurement and Deployment		
		- Hardware and Software Procurement and Deployment - Full System Assessment and Design - Remote Worker Solutions - Virtualisation Services	



System downtime, viruses, losses of productivity....

Are the computer systems you rely upon to run your business not working consistently and as expected? These distractions are unnecessary, time consuming and very expensive.

Our goal is to serve as your technology partner with a focus on providing solutions. By using a consultative approach to evaluate your business and technology needs, we can advise on the best solutions for your current and future needs.

It's all about your Service Level Agreement (SLA)

You're not just purchasing a Managed Service from us; every one of our customers enters into a **Service Level Agreement** with us. This means that we are bound by commitments to keep your services available, up and running and fix them when things go wrong according to published targets.

We have packages to suit the requirements of most businesses and you can add individual service options to fully customise your solution

We work the same hours as you do

Blue Saffron has a 24x7 x365 support capability. This means that we can fully provide hours of cover that support your own business requirements

Local reach backed by world-class capabilities

With Blue Saffron IT Resource Management, you will be assigned an Account Manager who will get to know your business and ensure the personal service your business requires. You will also have **access to local onsite Technical Support** when necessary. We'll perform your initial assessment and will also be there to continually ensure your managed service solution is tailored to the exact needs of your business.

Beyond IT Resource Management, Blue Saffron provides you with the single source of professional expertise, services and resources you need to streamline system management and provide essential support functions at an affordable price. Blue Saffron uses advanced processes, tools and methodologies (such as ITIL v3), to deliver superior services that match your needs. You can choose from a variety of service plans that range from routine system maintenance and management to complete IT outsourcing. These services are available 24 hours a day, 7 days a week, and 365 days a year. We will help you turn your ICT environment into an effective, efficient component of your growing business



*Are we saving time?
Yes and productivity has
definitely gone up.*

I know the aggravation level has been significantly reduced

Nationwide Motor Retailer T Manager

What to do next?

Get started today with an Assessment
Start to reclaim your IT resources, while streamlining your budget and your entire IT environment.

The first step is an assessment of your environment which includes:

- Remote System Audit
- Security, Vulnerability and Patch Scans
- Network and Systems Performance Analysis
- Asset Inventory

Your Assessment report is of high value and is based upon actual software probes being deployed which allows us to conduct an in-depth analysis of internal processes , systems states and error logs etc. - not merely a generic inventory and manual audit.

Post your Assessment, we provide you with a proposal that details our findings and tells you what we need to do to get you on the road to managed IT services.

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Reports like this provide a snapshot of your Network Health. Instantly see the status of:

- Patching
- Disk Space
- Defragmentation
- System Health