



IT RESOURCE MANAGEMENT DATA SHEET

Service Group	Service	Description	Action	Deliverable	Level 1 Service	Level 2 Service	Level 3 Service	Level 4	Bespoke Option
					Program	Program	Program	Entrust	
					Notify Includes Level 0	Resolve Includes Level 1	Professional Includes Level 2	Entrust Includes Level 3	
IT Management - Core	End User Support	Dedicated login into our Customer Centre where you can raise and							
	Portal	view tickets, track orders and check invoice details.			X	X	X	X	
IT Management - Core	Support Desk	Raise tickets via the Customer Centre Portal, e-mail, telephone or fax typically regarding - Application problems, Windows Problems, Network issues, email issues-Progress Tickets with 3r Party Suppliers			X	X	X	X	
IT Management - Core	Management Reports	Comprehensive integrated management and operational reports. always available. View online or export			X	X	X	X	
Desktop	Asset Inventory	Manage your computing infrastructure with comprehensive	1. Machines will be set to renew audit information every 7 days and	1. Monthly Executive summary report which includes license summary. 2. Upon Request: a. Report of Licensed Software (as per Kaseya Software License database) b. Full installed application list (note, this is an extremely large report and can only be run as a one-off and not continuously, if this is required in hard copy it may incur a printing cost) c. Operating System report d. Hardware report e. System settings	X	X	X	X	X
	Management	scheduled Device audits. Fully automated and always up-to-date.	be set to skip if machine is not available at the time of the audit.						
Desktop	Security Patch	Fully automated patch management. Scheduled security patch scan,	1. Assess test machines and approve patches for Customer machines	1. Latest patches as per Vendor recommendations will be installed on all managed machines 2. Included in the Executive Summary will be a list of the number of scans and updates that have taken place. 3. Script log entry so separate report is possible 4. Patch status shown in monthly executive summary report 5. Detailed patch report available on request 6. An Alert will be raised with the Blue Saffron NOC if a patch fails to install 7. Where possible Patches will be downloaded once to a central file share on the local network and then delivered across the local area network to conserve internet bandwidth		X	X	X	X
	Management	patch deployment and history with the click of a mouse. Scalable,	2. Any issues raised with Support will be dealt with as per normal ticket procedure.						
	Management	secure, configurable and location independent.							
Desktop	System Log	Review of system logs to help ensure safe and stable system	1. Where any of the faults in the Blue Saffron Inclusion list is found an Alert will be raised and a ticket created at the Blue Saffron NOC. 2. An Alert will be raised where anything falls outside the Blue Saffron Exclusion list, the Alert will be looked at to see if it warrants further investigation and if so, a ticket will be raised. 3. Any issues raised with Support will be dealt with as per normal ticket procedure. 4. The Event Logs can often pick up and identify issues which require attention, such as with applications installed on machines (please note most applications are outside the scope of Blue Saffron's support). Any time spent fixing such problems will be chargeable, but the customer will be notified before any such chargeable work is undertaken.	1. List of event log activity will be shown in Monthly Executive Summary report 2. Full latest inclusion and exclusion list supplied on request	X	X	X	X	X
	Monitoring	environment.							
Desktop	Event Log Monitoring	This is an ongoing service that is constantly monitoring the Windows Event Logs. The system can pickup and respond to errors inside the Windows Event Log with 30 seconds	1. Any Events that are found via the filters and raised as a ticket will be investigated by an engineer and if any fault is found this will be resolved wherever possible via remote management.	1. The Executive Summary report will show a total each month of the number of actionable items found in the Event Log 2. Blue Saffron filters and looks through the logs for specific know problems and turns these into tickets which will be checked and responded to. 3. A full list of all the Filtered events that Blue Saffron monitor is available on request.	X	X	X	X	X
Desktop	Application Addition and Change Notification	Receive notifications when applications are installed or modified on machines that you specify.	This change monitoring takes place at the same frequency as the audit service	1. Separate Monthly change report can be supplied on requests 2. Engineers will work through the monitored alert list for any anomalies, and where these are found a ticket will be raised and the customer informed		X	X	X	X
Desktop	Hardware Change Notification	Receive notifications if hardware changes have been made on machines that you specify.	This change monitoring takes place at the same frequency as the audit service	1. Separate Monthly change report can be supplied on requests 2. Engineers will work through the monitored alert list for any anomalies, and where these are found a ticket will be raised and the customer informed		X	X	X	X



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Desktop	Security Log	Review of machine security logs to help ensure safe and secure networking environment.	1. Any Events that are found via the filters and raised as a ticket will be investigated by an engineer and if any fault is found this will be resolved wherever possible via remote management.	1. The Executive Summary report will show a total each month of the number of actionable items found in the Security Log 2. Blue Saffron filters and looks through the logs for specific known problems and turns these into tickets which will be checked and responded to. 3. A full list of all the Filtered events that Blue Saffron monitor is available on request.	X	X	X	X	X
Desktop	Monitoring Application Log	Monitor status and events of specific applications	1. Any Events that are found via the filters and raised as a ticket will be investigated by an engineer and if any fault is found this will be resolved wherever possible via remote management.	1. The Executive Summary report will show a total each month of the number of actionable items found in the Application Log 2. Blue Saffron filters and looks through the logs for specific known problems and turns these into tickets which will be checked and responded to. 3. A full list of all the Filtered events that Blue Saffron monitor is available on request.	X	X	X	X	X
Desktop	Spyware Removal	A service that will ensure the Anti-Spyware program is activated and updated and that a clean-up has been run on the system	1. An alert will be raised with the Blue Saffron NOC if any Spyware is found on a machine. It is expected that this would be removed by the automatic cleanup, but the ticket that this alert will raise will be followed up to ensure this is the case.	1. Included in the Executive Summary will be a list of the number of scans and updates that have taken place. 2. A log entry will be created on Blue Saffron's system so separate report can be generated if required 3. Anti-Spyware Definitions updated minimum monthly			X	X	X
Desktop	and Management Computer Cleanup	A collaboration of programs that run on machines during the night to fix/repair inaccuracies. Spyware management, Disk Defragmentation, Temp Files Cleanup, Virus Definitions management.	1. Machines will be set to provide OS Inspection and Cleansing every 7 days and be set to skip if machine is not available at the time of the service. A de-fragmentation will happen every 30 days (this will be skipped on a machine if no de-fragmentation is found).	1. Blue Saffron System script and clean up tool using Windows Disk Cleanup 2. Blue Saffron System script running Windows and 3rd Party De-frag tools 3. Entry of cleanup and defrag into Blue Saffron System log 4. Monthly executive report showing count of cleansing and defrags on all machines 5. Local Pop-up on machine to warn users that the service is running (optional)			X	X	X
Desktop	Virus Protection	Daily review of machine virus logs to help ensure a safe and virus-free networking environment.	1. An alert will be raised with the Blue Saffron NOC if any Virus is found on a machine. It is expected that this would be removed by the automatic cleanup, but the ticket will be followed up with high priority to ensure this is the case.	1. Included in the management report will be a list of the number of scans and updates that have taken place. 2. Script log entry so separate report is possible 3. Definitions updated minimum monthly			X	X	X
Desktop	Management Monitoring	We can monitor most SNMP enabled devices 24/7 and send you alerts upon pre-defined thresholds - Disk - CPU - Memory - Logs	Deploy relevant probe	1. E-mails will be sent to you when agreed thresholds are breached 2. Events are reported on in the Executive Summary	X	X	X	X	X
Server	Asset Inventory	Manage your computing infrastructure with comprehensive scheduled Device audits. Fully automated and always up-to-date.	1. Machines will be set to renew audit information every 7 days and be set to skip if machine is not available at the time of the audit.	1. Monthly Executive summary report which includes license summary. 2. Upon Request: a. Report of Licensed Software (as per Kaseya Software License database) b. Full installed application list (note, this is an extremely large report and can only be run as a one-off and not continuously, if this is required in hard copy it may incur a printing cost) c. Operating System report d. Hardware report e. System settings	X	X	X	X	X
Server	Management Security Patch	Fully automated patch management. Scheduled security patch scan, patch deployment and history with the click of a mouse. Scalable, secure, configurable and location independent.	1. Assess test machines and approve patches for Customer machines 2. Any issues raised with Support will be dealt with as per normal ticket procedure.	1. Latest patches as per Vendor recommendations will be installed on all managed machines 2. Included in the Executive Summary will be a list of the number of scans and updates that have taken place. 3. Script log entry so separate report is possible 4. Patch status shown in monthly executive summary report 5. Detailed patch report available on request 6. An Alert will be raised with the Blue Saffron NOC if a patch fails to install 7. Where possible Patches will be downloaded once to a central file share on the local network and then delivered across the local area network to conserve internet bandwidth	X	X	X	X	X



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					Program	Program	Program		
Server	System Log	Review of system logs to help ensure safe and stable system environment.	<ol style="list-style-type: none"> Where any of the faults in the Blue Saffron Inclusion list is found an Alert will be raised and a ticket created at the Blue Saffron NOC. An Alert will be raised where anything falls outside the Blue Saffron Exclusion list, the Alert will be looked at to see if it warrants further investigation and if so, a ticket will be raised. Any issues raised with Support will be dealt with as per normal ticket procedure. The Event Logs can often pick up and identify issues which require attention, such as with applications installed on machines (please note most applications are outside the scope of Blue Saffron's support). Any time spent fixing such problems will be chargeable, but the customer will be notified before any such chargeable work is undertaken. 	<ol style="list-style-type: none"> List of event log activity will be shown in Monthly Executive Summary report Full latest inclusion and exclusion list supplied on request 	X	X	X	X	X
Server	Event Log Monitoring	This is an ongoing service that is constantly monitoring the Windows Event Logs. The system can pickup and respond to errors inside the Windows Event Log with 30 seconds	<ol style="list-style-type: none"> Any Events that are found via the filters and raised as a ticket will be investigated by an engineer and if any fault is found this will be resolved wherever possible via remote management. 	<ol style="list-style-type: none"> The Executive Summary report will show a total each month of the number of actionable items found in the Event Log Blue Saffron filters and looks through the logs for specific know problems and turns these into tickets which will be checked and responded to. A full list of all the Filtered events that Blue Saffron monitor is available on request. 	X	X	X	X	X
Server	Application Addition and Change Notification	Receive notifications when applications are installed or modified on machines that you specify.	This change monitoring takes place at the same frequency as the audit service	<ol style="list-style-type: none"> Separate Monthly change report can be supplied on requests Engineers will work through the monitored alert list for any anomalies, and where these are found a ticket will be raised and the customer informed 		X	X	X	X
Server	Hardware Change Notification	Receive notifications if hardware changes have been made on machines that you specify.	This change monitoring takes place at the same frequency as the audit service	<ol style="list-style-type: none"> Separate Monthly change report can be supplied on requests Engineers will work through the monitored alert list for any anomalies, and where these are found a ticket will be raised and the customer informed 		X	X	X	X
Server	Security Log Monitoring	Review of machine security logs to help ensure safe and secure networking environment.	<ol style="list-style-type: none"> Any Events that are found via the filters and raised as a ticket will be investigated by an engineer and if any fault is found this will be resolved wherever possible via remote management. 	<ol style="list-style-type: none"> The Executive Summary report will show a total each month of the number of actionable items found in the Security Log Blue Saffron filters and looks through the logs for specific know problems and turns these into tickets which will be checked and responded to. A full list of all the Filtered events that Blue Saffron monitor is available on request. 	X	X	X	X	X
Server	Application Log Monitoring	Monitor status and events of specific applications	<ol style="list-style-type: none"> Any Events that are found via the filters and raised as a ticket will be investigated by an engineer and if any fault is found this will be resolved wherever possible via remote management. 	<ol style="list-style-type: none"> The Executive Summary report will show a total each month of the number of actionable items found in the Application Log Blue Saffron filters and looks through the logs for specific know problems and turns these into tickets which will be checked and responded to. A full list of all the Filtered events that Blue Saffron monitor is available on request. 	X	X	X	X	X
Server	Spyware Removal and Management	A service that will ensure the Anti-Spyware program is activated is updated and that a clean-up has been run on the system	<ol style="list-style-type: none"> An alert will be raised with the Blue Saffron NOC if any Spyware is found on a machine. It is expected that this would be removed by the automatic cleanup, but the ticket that this alert will raise will be followed up to ensure this is the case. 	<ol style="list-style-type: none"> Included in the Executive Summary will be a list of the number of scans and updates that have taken place. A log entry will be created on Blue Saffron's system so separate report can be generated if required Anti-Spyware Definitions updated minimum monthly 			X	X	X



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					Program	Program	Program		
Server	Computer Cleanup	A collaboration of programs that run on machines during the night to fix/repair inaccuracies. Spyware management, Disk Defragmentation, Temp Files Cleanup, Virus Definitions management.	1. Machines will be set to provide OS Inspection and Cleansing every 7 days and be set to skip if machine is not available at the time of the service. A de-fragmentation will happen every 30 days (this will be skipped on a machine if no de-fragmentation is found).	1. Blue Saffron System script and clean up tool using Windows Disk Cleanup 2. Blue Saffron System script running Windows and 3rd Party De-frag tools 3. Entry of cleanup and defrag into Blue Saffron System log 4. Monthly executive report showing count of cleansing and defrags on all machines 5. Local Pop-up on machine to warn users that the service is running (optional)			X	X	X
Server	Wizard Virus Protection	Daily review of machine virus logs to help ensure a safe and virus-free networking environment.	1. An alert will be raised with the Blue Saffron NOC if any Virus is found on a machine. It is expected that this would be removed by the automatic cleanup, but the ticket will be followed up with high priority to ensure this is the case.	1. Included in the management report will be a list of the number of scans and updates that have taken place. 2. Script log entry so separate report is possible 3. Definitions updated minimum monthly			X	X	X
Server	Management Monitoring	We can monitor most SNMP enabled devices 24/7 and send you alerts upon pre-defined thresholds - Disk - CPU- Memory- Availability- Services- Logs	Deploy relevant probe	1. E-mails will be sent to you when agreed thresholds are breached 2. Events are reported on in the Executive Summary	X	X	X	X	X
Server	User Account Management	Creation and changes to Domain User Accounts.	1. Account Creation 2. Password Resets 3. Network Access/Network Shares 4. Printer Access 5. Permissions	1. Included in the management report will be a list of the number of actions performed 2. Numbers will be gathered from change ticket stats 3. Updated minimum monthly			X	X	X
Edge	Edge Device Support	Manage problems with your Firewall, Router Switches, Printers (if networked).							X
Network	Monitoring	We can monitor most SNMP enabled devices 24/7 and send you alerts upon pre-defined thresholds - Interface Traffic - Interface Statistics - Ping	Deploy relevant probe	1. E-mails will be sent to you when agreed thresholds are breached 2. Events are reported on in the Executive Summary					X
IT Resource Management - Option	Application Deployment	Complete software installations and software updates across the organization with a mouse click. Easier and more flexible than SMS and other solutions.	1. Script will be written for automatic deployment of Application to destination pcs	1. Separate Monthly change report will be supplied			X	X	X
IT Resource Management - Option	Bandwidth Usage Tracking	Discover if certain applications are compromising your system's performance by consuming more resources than necessary.					X	X	X
IT Resource Management - Option	Remote Management	We can access your computers remotely from anywhere - securely and safely. We can access PCs behind firewalls and NAT without port mapping or infrastructure changes.	When required we can log onto your device and more accurately troubleshoot or recreate any experienced problem	Issues resolved as if engineer were physically on-site		X	X	X	X
IT Resource Management - Option	IT Policy Enforcement	i.g Prohibit certain computers from running non-business applications.					X	X	X
IT Resource Management - Option	Capacity Monitoring	We will monitor and advise you if you are approaching limits on for example Disc Space, Memory Space or Processor speed	1. If disk space falls to within 10% of total on any fixed partition, Blue Saffron will contact you with this information and suggested corrective action. 2. Upon disk space reaching 10% of total on any fixed partition Blue Saffron will run an automatic clean-up to try and free-up any unnecessary system files and delete any temporary user files. This is done in the best interests of the health of a machine, as a completely full HDD on a windows machine can cause complete failure, so all attempts will be made to avoid that happening.	1. Monthly Executive Report showing available space & total space % breakdown 2. Detailed Capacity report available upon request.			X	X	X
IT Resource Management - Option	Anti-Virus, Anti-Spam, Web defence	Software and Appliances that protect against threats from e-mail and Web	1. Install appropriate hardware or software	1. Included in the Executive Summary will be a list of the number of scans and updates that have taken place. 2. A log entry will be created on Blue Saffron's system so separate report can be generated if required 3. Anti-Spyware Definitions updated minimum monthly				X	X
IT Resource Management - Option	Backup and Disaster Recovery	The construction and management of a data backup, disaster recovery or business continuity solution	We will assess your own backup and disaster recovery requirements	A backup or disaster recovery solution consisting typically of hardware, software and procedures.				X	X
IT Resource Management - Option	Server Hosting	A range of server hosting options from physical to virtual, dedicated or shared.	We will assess your own server hosting requirements	A bespoke solution typically consisting of either physical or virtual hosting				X	X
IT Resource Management - Option	Hardware Procurement	The supply of IT hardware to an agreed specification	We will recommend and can supply equipment according to your needs. Most makes and models of hardware are available.	The supply of hardware as requested.				X	X



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					Program	Program	Program		
IT Resource Management - Option	On-site Support	On-site IT support from is the perfect way to ensure that your IT support staff achieve a balance of knowledge and skill which is appropriate to your business requirements. Your on-site helpdesk may need regular refreshment with highly motivated graduates, or you may need a weekly visit from one of our 3rd line engineers. On-site IT support staff have skills which span operating systems, applications, local and wide-area networks and network security. By working in partnership with our clients we look for the pragmatic balance which delivers best value to your business. Our on-site IT support service is available when you need and covers clients from small businesses to large enterprises, all of whom require on-site IT support within London for their computer network.	We regularly undertake a range of work such as server installation, network audits and troubleshooting, patch management, virus removal and protection, hardware maintenance and of course lots more. We also provide an outsourced IT support service to various businesses where we handle all of their IT requirements from consultation and planning to implementation and post-implementation support. Clients that require new computer systems or network infrastructure can utilise our consultation and implementation services or opt for an entirely hosted solution using our hosted desktop service. We provide in-house engineers to carry out most installation tasks and our HP Preferred Partner and Microsoft Gold Partner status means there isn't much we can't handle.	Type of work we cover <ul style="list-style-type: none"> Troubleshooting for local and wide-area networks IT support contracts Configuration and management of Internet access and Email systems PC & server installations PC & server repairs Office relocation, including network and phone systems Virus and worm removal Network and server security and backup audits Simple and complex data recovery and backups Data centre support and remote hands-on work Infrastructure planning, sourcing and implementation Working with Microsoft applications and operating systems, Cisco IOS and a range of backup and anti-virus products. We work with many different products including those from HP, Cisco, Dell, Microsoft and VMware.			X	X	X
IT Resource Management - Option	Hosted Desktop	Our hosted desktop service is able to provide high speed access to your computer desktop by using server based computing. This is achieved by centralising your desktop onto a high performance server, and then using a connection to the server which passes keystroke and display information back to the remote computer. Traditional networks have used what are called "fat clients", using this method all of the data which is required by the remote computer is passed backwards and forwards across the network. This means that access to applications was so slow as to be unusable. The hosted desktop technology which relies on server based computing, "hosts" your desktop remotely allowing you to access this from a wide range of locations. In fact, from almost anywhere. What's more you can also access your desktop (and all of the associated data) from a number of computers, without having to copy the data between the different devices. All your data is stored securely on our servers which we backup daily. Where ever you are in the world, as long as you can connect to the internet, you can access your applications, e-mail and data, safely and securely. The hosted desktop service is able to provide high speed access to your computer desktop by using server based computing. This is achieved by centralising your desktop onto a high performance server, and then using a connection to the server which passes keystroke and display information back to the remote computer.	An assessment of potential hosted desktop projects	Execution of your hosted desktop projects				X	X
IT Resource Management - Option	Virtualisation	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 will also reduce their energy consumption (and thereby reduce their carbon footprint) and improve the effectiveness of their disaster recovery plan. 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 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 Scalability - A virtualised infrastructure that can grow as your business does	An assessment of potential virtualisation projects	Execution of your virtualisation projects				X	X
IT Resource Management - Option	Consultancy	Help senior decision-makers to identify how technology can improve business performance, ensuring that IT strategies are aligned with commercial and business objectives. Advising on IT investment decisions, helping busy clients to budget and plan for the future with confidence.	The engagement of IT Professional Services	According to agreed specification					X
IT Resource Management - Option	Hardware Deployment	Set up of your Hardware devices	Single or mass installation of specified hardware	Hardware installed and configured as agreed.				X	X
IT Resource Management - Option	Software Deployment	Roll out of your chosen applications	Single or mass deployment of specified applications	Software distributed and configured as agreed				X	X
IT Resource Management - Option	System Configuration	Set up of your optimum hardware and software environment	Adjustment of hardware and software settings to achieve optimal performance	Optimal system configuration				X	X
IT Resource Management - Option	Individual Remote System Access	Access your work machine from outside of the office. You'll have direct access to your PC's desktop, using the same security encryption as the other program features.	Creation of VPN solution on host and remote systems	The ability to work securely when off-site				X	X
IT Resource Management - Option	Application Hosting	Enabling line of business applications to be hosted off-site.	We will take an application and host it either on our or your servers for remote end user access	The ability to access applications remotely				X	X
IT Resource Management - Option	Hosted E-mail	The provision of e-mail as a hosted service charged for on a pre-seat basis.	The creation of domains and mailboxes on an off-site server.	A fully managed hosted e-mail environment				X	X
IT Resource Management - Option	Extended Service Coverage Hours 24/7	Extend the hours of cover for your services	We will agree on the hours of service that your business requires support	A documented and specific SLA detailing your hours of service cover				X	X