IT Resource Management

Blue Saffron
more than just IT

About us

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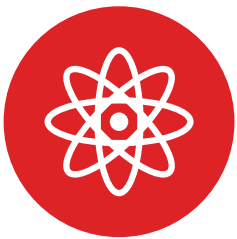
Focus on businesses

Blue Saffron only serves businesses, with a passionate and pragmatic focus on IT and communication support reducing the burden of vendor management.

Simplicity

Our services and pricing are both simple and clearly articulated, and include integrated monthly billing and on-line account management.

Technology and Infrastructure Independent

We multi-source every service and work with a stable of world-class suppliers to secure "best of breed" technology platforms and services.

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 disrupting your business?

…you could get your technology fully managed and have employee "help desk" support so that 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. The result, less downtime and more uptime, freeing up time to focus on running your core business.

We also know that businesses are increasingly and constantly challenged by the task of managing the demands of business growth whilst coping with an ever evolving technology choice.

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 expected of a modern infrastructure.

Whether you are looking to outsource key IT support functions or your entire Information Technology department, Blue Saffron can help refocus on your efforts through our full line of support services. We have experience providing 24x7 support to organizations of all sizes. From startup to International companies interested in outtasking significant portions of their Information Technology workload. Our support offerings are available for all versions of Windows, UNIX, Novell, Apple and Android operating systems as well as for proprietary device-based systems.

We recognise that formality in approach varies widely by company. We are equally as comfortable with the Information Technology Infrastructure Library (ITIL), as with less rigorous frameworks. As little or as much as you need.

DID YOU KNOW?

In companies above 50 employees Europe loses 37 million hours per year through to technology failures. A cost that few businesses can afford. Any business supported by technology should consider both direct and indirect costs.

CA Technologies

At the core of the Blue Saffron Managed Service is IT Resource Management. Modular in concept, it comprises a number of service level offerings that provide affordable proactive IT management and support. Utilizing our unique management platform, Blue Saffron operates a range of proactive services designed to optimise your technology investment and maximize the productivity of your people and business.

Blue Saffron operates a progressive and flexible support framework designed to accommodate the sharing of IT management responsibility.

Our core support services are commonly supplemented with a range of complementary capabilities, extending service hours and physical presence.

The foundation of the Blue Saffron service offering is the monitoring of performance and availability of core customer infrastructure and services. This service is "Notify" and is designed to be modified to suit the specific circumstances within a customer environment.

Built upon "Notify" and the first step up is "Resolve" in which Blue Saffron provide the primary initial port of call for end users. Under this guise we are responsible for conducting triage and in many instances resolving issues at first hand. This most commonly works to free up company IT staff to allow focus on other aspects of IT projects and management.

"Professional" is an alternative engagement model in which Blue Saffron can provide selective and in many cases all 2nd and 3rd line support, the customer continuing to operate the front line service desk.

Our "Complete" service encompasses "Notify", "Resolve" and "Professional" in a single service package.

Our "Entrust" service supports system and data security through a range of industry leading managed anti virus and backup capabilities.

"Out-Hours Support" The real world sometimes "fails" to wholly operate within a standard 9-5 schedule, this option can provide selective support outside this timeframe.

Sometimes support issues demand an onsite presence. "Smart Hands" extends the reach of an IT team by providing the ability to attend customer site typically within 4 hours. Select from UK and International deployment options.

Use the "Maintenance" option to manage the call out processes for third party hardware and services against a benchmarked Service Level Agreement (SLA).

Virtualisation

Virtualisation, in all it's forms, continues to be a "hot topic" at the moment

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 capacity as your company grows incur much less significant project, labour or capital costs compared with the equivalent physical resources. In addition, organisations that deploy a virtualised environment typically reduce their energy consumption (and thereby reduce their carbon footprint) and often the effectiveness of their disaster recovery plan.

Blue Saffron is focussing on this strategically important area of IT. We offer both audit and management of server, application, desktop, storage and network virtualisation.

The key business benefits
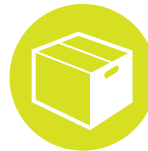
Consolidation
Utilise less space, less power, less hardware to operate an application environment.

Cost control
Reduce capital costs and management costs through reduced hardware administration.

Scalability
An 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.

We looked for an ICT services provider

We needed a provider that could take on a broad spectrum of duties but needed to work with a vendor that we could trust and provide a good cultural fit with our staff. We found more.

Nationwide Recruitment Process Outsourcer

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

This is possible through the use of a series of "Best Practices" that we have developed over years of hard earned 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
- Project Management

What makes Blue Saffron's IT Resource Management offering different?

Blue Saffron has a continuous program of investment in new technologies, and continue to evolve our own infrastructure, it is from this foundation that we can deliver a comprehensive, cost effective, total solution that offers you more control over your IT infrastructure.

We have deployed technology designed to enable us delivery of remote services over the Internet and can provide local technical resources for your area so that we can be on site quickly to resolve problems. We've also created an environment where your systems are monitored around the clock by our staff, and implemented a support regime where our agents solve your problems at first line.

By carefully designing support technology, daily, weekly and monthly IT tasks can be automated and scheduled reporting is both consistent and reliable.

Consistency ensures 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?

Blue Saffron are monitoring our infrastructure and have changed the support dynamic from reactive to proactive, impressive!

National Media company IT Manager

Consistency

IT Resource Management Features

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

We keep you informed through regular communication and executive reports detailing 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 and
audit purposes.

IT Resource Management Benefits

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

FACT

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

Our Service Level Options

CORE INFRASTRUCTURE
The Blue Saffron core operations and technology which empowers the delivery our individual services. Life Support Systems for IT.

BACKUP & RECOVERY
PROTECTED | OFFSITE STORAGE | LOCAL RECOVERY
How quickly can you recover your data?

NETWORK
RESILIENT | SECURE | BUSINESS GRADE SLA's
Is your network up to the job?

VOICE
PHONE SYSTEM INDEPENDENT | LOCAL PRESENCE | INTELLIGENT ROUTING
Missed calls - means missed business

SERVER & DATA CENTRE
PERFORMANCE | SECURITY | AVAILABILITY
Your server - Your business

CHANGE AND TRANSITION MANAGEMENT
AUDIT | DESIGN | PROJECT MANAGEMENT | TECHNICAL IMPLEMENTATION

Delivering change in a controlled environment

COMPLEMENTARY OUT-TASKING
Fixed price monthy support, tailored to fit your budget and your business. Life Support Systems for IT.

NOTIFY
Remote Monitoring, Reporting & Alerting

RESOLVE
We Support Your Users, First Line Support Triage of Customer Issues

PROFESSIONAL
Proactive System Maintenance, Second & Third Line Support

COMPLETE
The Virtual IT department combining; Notify, Resolve & Professional

ENTRUST
System Security & Availabiltiy

OUT OF HOURS SUPORT
Nominated Contact Support for Key Infrastructure Components

MAINTENANCE
Third-party Warranty & Support for Hardware & Software

SMART HANDS
Delivery of Local IT Expertise Globally (Support for Remote Offices)

CLOUD ENABLED IT
Delivery of key services, applications and data to use in a secure controlled environment.

TELEPHONY
HOTDESK | CALL RECORDING | HANDSET TWINNIN
Delivering calls to where ever you are

OFFICE PRODUCTIVITY
EMAIL | OFFICE TOOLS | MULTIPLE DEVICES
Your office everywhere

MOBILE MANAGEMENT
TRACKING | REMOTE LOCK | DEVICE WIPE | AUDIB
Secure your business data

FILE SHARING
STORE | ACCESS | CONTROL
Who has access to your company data and files?

DESKTOP
REMOTE SUPPORT | PROACTIVE MAINTENANCE | MANAGED SECURITY
Work anywhere

COLLABORATION
CONNECT | MEET | SHARE
Improve teamwork and productivity

SINGLE SIGN-ON
SINGLE PASSWORD | MULTIPLE RESOURCES | SE
Centralised Controlled Access

Reliability

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 the 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. This means that we operate within a mutual understood commitment to ensure service availability and response.

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

We work the same hours as you do

Blue Saffron has a **24x7x365** 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 Team who will get to know your business and ensure the personal service your business requires. You will also have access to on site Technical Support when necessary. We'll perform your initial assessment and will also be there to ensure that your managed service solution remains tailored to the exact needs of your business.

Are we saving time?

Yes, productivity has definitely gone up. I know the aggravation level has been significantly reduced.

Nationwide Motor Retailer IT Manager

Beyond IT Resource Management

The ever closer union between previously diverse technologies has heavily influenced the development of our support capability. With specific emphasis on business continuity. cloud technology, mobile working and increasingly on integration services, Blue Saffron is well positioned to assist in simplifying, improving, personalising and making proactive the IT support function.

What next?

Get started today with an assessment

Start to optimise your IT resources, streamlining your budget and free overburdened staff.

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 information garnered by probes deployed within your IT environment, an engineer inspection and process review. These form the basis of an in-depth analysis of processes , systems states and error logs, significantly more than a generic inventory and manual audit.

Post an Assessment, we commit to deliver a proposal that details our findings. This describes the options to get you on the road to managed IT services.

Contact us

E-mail	sales@bluesaffron.com
Telephone	0844 560 0202
Fax	0844 560 0203
Website	www.bluesaffron.com

Post	Blue Saffron Limited
	Suite LM 1.1.1
	Building 1-2 The Leathermarket
	11-13 Weston Street
	London
	SE1 3ER

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

- Patching
- Disk Space
- SLA Reporting
- Defragmentation
- System Health

A proactive, preventative approach to IT management.

Blue Saffron helped us realise the productivity gains and ROI that we had long been anticipating from our systems.

IT Manager