



For more information on any of our services,
please call 03000 411115
or email us at info@cantium.solutions



IT Service Catalogue

every interaction is a personal journey...



KENT-TEACH.COM

Employmentcheck.



eis
LET'S KEEP IT SIMPLE

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WELCOME



We provide fully managed IT services, support and comprehensive technology solutions. A powerful combination of sophisticated systems and highly qualified IT engineers to deliver solutions tailored to your business needs.

We understand that you need an IT Service provider you can rely on, so we can guarantee that our specialists are there for you around the clock to ensure that your business reaches its full potential.

Our ethos is to provide clients with outstanding customer service and bespoke, cost effective solutions. Every member of our team takes great pride in the level of support we deliver ensuring customer satisfaction.

People are one of the biggest cost drivers in a business, therefore it makes sense to try and make them more efficient. The best way to do this is to improve the technology they use every day and make it faster, more collaborative and more accessible. This is why we proactively apply updates, patches and fixes in the background so you don't have to.

Technology plays a key part in supporting the modern workplace to deliver your business a tailored solution incorporating one or all of our services. Whether you are looking for a fully managed service or peace of mind in knowing there are skilled IT engineers available to help, Cantium Business Solutions are your trusted business partner.

Service Management

Service Desk

Our 4 star SDI certified service desk provides a single point of contact and builds relationships with your end users and the organisation. Make the most of multiple contact channels to hold meaningful conversations with your end users; including telephone, email, self-service, face-to-face, and Live Chat.



Contact Management

- Manage and triage all requests for service according to your business' priorities
- All requests will be tracked and progress recorded through to completion
- If your request is not resolved at the first point of contact, it will be escalated to the appropriate Resolution Group in line with agreed service level agreements

Customer Experience

- Keep your customers informed of the progress of their request throughout the lifecycle of their ticket
- Be reassured that all customer complaints will be escalated to the appropriate level and dealt with in a professional and courteous manner

Problem Management

- Any problem detected will be controlled and monitored
- We aim to avoid and prevent any problems from occurring
- We will proactively analyse trends and review all problems as part of our continual improvement cycle

Event Management

- All Service Events are monitored within our ICT Enterprise
- Feel confident that any exceptional service events are managed in a proactive way and that disruption to service will be identified and minimised

Incident Management

Our many years of experience mean that once an incident has been identified, any disruption to service is restored as quickly and efficiently as possible. Each incident will be owned, monitored, tracked and progressed through a consistent process from the point of identification:

- Detection and recording
- Classification and initial support
- Investigation and diagnosis
- Resolution and recovery

ICT Service Continuity Management

We protect what's important to your business. We will provide hands on support to identify and manage risks that could seriously impact IT services, whilst ensuring Service Level Agreements can continue to be met by reducing the risk and planning for the recovery of IT services.

The ITSCM service will also include the planning and routine testing of disaster scenarios, align to the Business Continuity Plan.



Service Management

Change Management

We understand that keeping services running is important. Any changes that need to be made to the ICT Infrastructure are done so in a proactive and controlled manner, to keep all disruptions to a minimum. We also understand that change is necessary to keep business driving forward.

- All changes will be logged and recorded
- We will assess the impact, cost, benefit, and risk of any proposed change



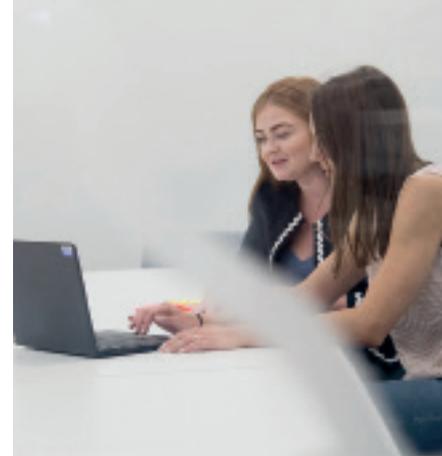
Release Management

Our IT solutions are business-driven and always look to the whole organisation, so once any changes to the ICT Infrastructure have been approved, a dedicated team will implement those changes in a controlled way. The service will provide:

- Release design
- Build and configuration
- Release authorisation
- Rollout/implementation planning
- Deployment and reverse testing

Capacity Management

Our Capacity Planning & Management services provide a deeper understanding of demand and capacity to help ensure your IT Infrastructure supports your business through both peaks and troughs – whilst ensuring optimal costs and performance.



Asset and Configuration Management

Our ACM service will take care of all your assets, and provide a system that will hold information about all the configuration items that make up your ICT infrastructure:

- An asset register that will provide a clear view into your ICT system, to identify, manage and verify all configuration items
- Asset verification, audit routines, processes and spares

Service Reporting

We deliver a service reporting capability that provides information on service achievements and contribution to business goals and objectives, as well as indicators of service risks, issues and improvement opportunities in the form of a reporting cycle.

Service Validation and Testing

Our goal is to provide a robust end-to-end service validation and testing service that includes the development of a testing strategy and plan for new developments and all major changes to existing services. This will ensure that all services are fit for purpose and in a state readiness at the point of implementation.

The ICT Product and Service Catalogue

You will have access to an End User ICT Product and Service Catalogue, allowing you to view and request at ease, available products and services. This will include:

- End User Devices
- End User software
- Corporate applications
- User administration requests
- Special needs and accessibility software tools
- Installations and professional services

Applications Management

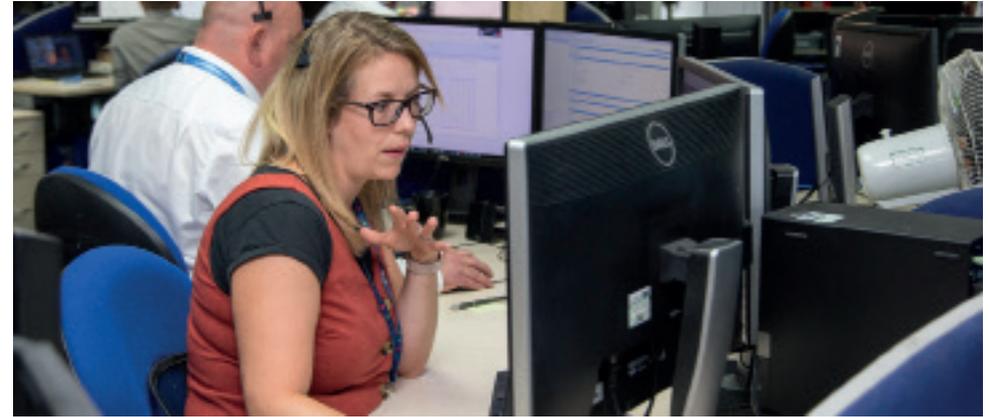
Application Maintenance and Support

We offer maintenance and support of the application portfolio which includes:

- Perfective maintenance
- Corrective maintenance
- Preventative maintenance
- Adaptive maintenance

We offer a specialist local government application support service anchored by our deep understanding of local government business including:

- Adult social care
- Early years support
- Transport services



Application Development

We have a dedicated development team that are trained in planning, designing, and building services for the enhancement of business and productivity applications.

Application Analysis

Our Application analysis service works directly with business units and end users to understand business requirements in line with specific business applications. Identifying opportunities to improve productivity, deliver efficiencies and improve service quality.

Application Integration

- The validation of new and changed application requirements and specifications with a focus on how this will be delivered and integrated
- This service will also include preparing and supporting the business through the implementation of new or changed applications

Infrastructure Services

Cloud Hosting

As well as offering our own cloud hosting services, we support and manage the technical relationship with your Cloud Hosting providers, to save you the pain and complexity of doing it yourself.

Data Centre Services

Where cloud hosting is not appropriate, we are well placed to support and maintain the physical hosting of your ICT infrastructure and equipment. Our Data Centre Services include:

- Space planning,
- Access monitoring and control
- Storage device management and maintenance.



IT Support

Cantium Business Solutions offer a comprehensive range of managed IT support packages. Our service desk places an experienced team of highly-qualified engineers at your disposal, for a whole range of support options including:

End User Support

Our tier two support will look after all end user devices, including:

- Operating systems
- Connectivity solutions
- Anti-virus software
- Productivity services
- Personal and networked storage
- Internet access
- Intranet access
- Printers and printing

Remote Support

- Our tier two support team can also deliver technical assistance remotely, using remote management techniques to quickly and easily solve IT problems remotely

Deskside Support

- In line with End User Support and Remote Support, Second line Support also deliver deskside support to all end users across the estate

VIP Support

- VIP support service is delivered by a dedicated engineer via remote technology or deskside



Infrastructure Services



Network Operations

Delivery of a network operations service including event monitoring and management are your guarantee for worry-free performance of your digital network.

Your organisation can benefit from a second line technical support team as well as network maintenance and administration for a wide range of network configurations including:

- Wide Area Network (WAN)
- Wired Local Area Network (LAN)
- Wireless networks (Wifi)
- Broadband
- Remote access service
- Unified Communications

Database Administration

Cantium's team of professionals have the technical and expert knowledge to help improve your current database management operations. We support both Oracle and SQL within this service, delivering:

- Capacity planning, installation
- Configuration
- Database design
- Migration
- Performance monitoring
- Security
- Troubleshooting
- Backup and data recovery

Enterprise Services

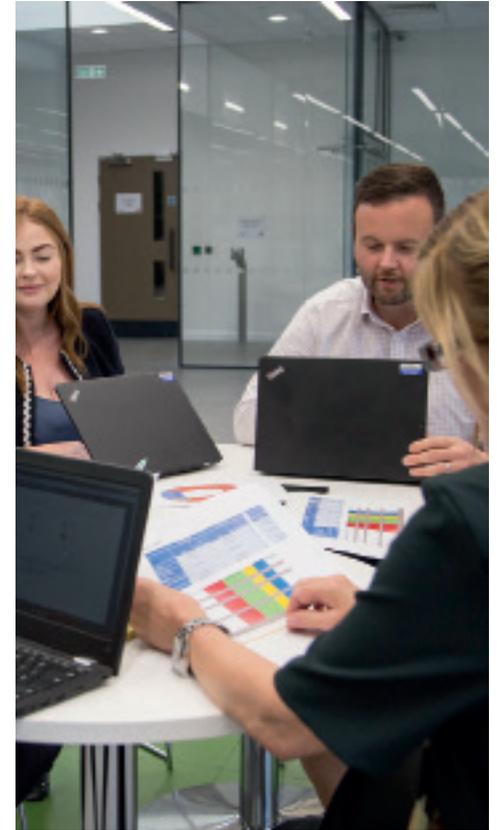
We deliver administration, maintenance and second and third line support services for the enterprise architecture which includes and is not limited to:

- MS Office and Office 365
- Skype for Business integration
- Mobile Device Management
- EUD builds

Security Operations

Centrally co-ordinate your security operations with a collection of operational activities to help you maintain the ongoing security of your organisation. Our security operations service offers robust and reliable management activities assuring the integrity of your data and ICT assets including:

- Monitoring and management of security events including security breaches
- Routine application of security patches and updates
- Emergency response to major security incidents
- Vulnerability assessment to include controlled testing
- Continual risk assessment
- Vendor liaison and monitoring for security alerts and product updates



Professional Services



ICT Strategy

We will develop an ICT strategy on your behalf in line with your business goals and objectives.

Policy, Process and Standards

We will implement your ICT Policy, Process and Standards in support of business objectives and goals of the ICT Strategy. Where ISO Standards exist, Policy and Process Development will align to the relevant standard. This service includes:

- Quality Management System (ISO:9000)
- IT Security Policy and Process (ISO:27001)
- IT Service Management Policy and Process (ISO:20000)

Technical Assurances

We will ensure that all changes to the Technical Architecture are strategically aligned, conform to technical standards and do not introduce unplanned or unnecessary cost to quality of service.

Programme Management Office

You will have a central area to provide visibility, support and control of all programmes or project activity. This includes;

- Risk management
- Project planning
- Stakeholder communications
- Management financial modelling and control
- Benefits management.

Project and Programme Management

Our Project management function can deliver a wide range of individual ICT projects or related projects including:

- Business case development
- Project initiation
- Development and implementation
- Stakeholder identification and management
- Communications planning
- Risk management
- Financial forecasting and management
- Resource planning
- Stage planning and execution
- Project/programme closure and review



Professional Services

Business Analysis Education and Training

Working with both business units and end users to understand business processes and ways of working to identify ways in which ICT can be used to better effect.

All changes will be logged and recorded:

- Improve productivity
- Deliver cost benefits
- Service quality improvement

Education and Training

ICT training and education to end users across a range of channels:

- Face to face
- Classroom
- CBT
- Webinars

Specific training and education subjects will be informed through customer demand across the ICT services.



IT Service Management Consultancy

Our IT Service Management Consultancy provide industry-class (ITI v3) advice and guidance on the full range of IT Service Management disciplines:

- Service Strategy
- Service Design
- Service Transition
- Service Operations
- ISO:20000 Maturity Assessment
- ISO:20000 Planning and Development
- Surge Capacity Resourcing
- Interim Resourcing

“We had a complete restructure of the office and bought in a new team, none of whom were from a school background. We love the training. You give brilliant customer service and are really efficient.”

Melanie Puttock - Wainscott Primary

