

# BLUESOURCE SUPPORT THE EXTENSION OF YOUR IN-HOUSE TEAM



## THE BLUESOURCE SUPPORT SERVICE

Always there when you need expert guidance, bluesource support becomes the extension of your in-house team, adding the capabilities of the UK's leading messaging, communication and collaboration specialist to your own. We are fully staffed by accredited technical analysts to provide 24x7 coverage because we know how important it is that you are always in capable hands.

bluesource offers a range of different support services to fit our customer's requirements. Below is a breakdown of our reactive and proactive support models and their associated deliverables.

### REMOTE ASSIST



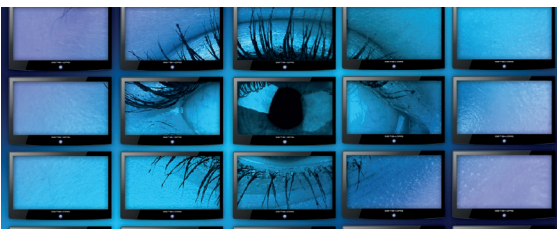
For organisations that are looking to continue supporting their own environment but wish to call upon the experts if an issue arises which lies outside of their comfort zone. We offer a flexible ticket-based reactive third line telephone support service, designed to provide a low-cost safety net.

### REACTIVE APPLICATION MANAGEMENT



We offer a reactive application support service specifically for your core applications. By leveraging our in-house expertise, you can resolve issues that you are unable to resolve by yourself. This is a third line application specific support contract service.

### MONITORING



Our monitoring service provides detailed intelligence across a range of infrastructure and workloads, allowing you make informed decisions. We offer 24/7 monitoring of your environment with notification of filtered alerts to a relevant member of your team.

### MONITORING AND MANAGEMENT



Wrap our Managed Service around your critical business infrastructure, on-premises, in Azure or Hybrid. You can keep pace with change and retain control over what really matters; supporting end users, internal projects, customers and suppliers.



## GET IN TOUCH

We help organisations protect, govern, move & manage their data.

Find out how we can help.

**0345 319 2300**  
**hello@bluesource.co.uk**

bluesource  
122 Tooley Street,  
London,  
SE1 2TU  
[www.bluesource.co.uk](http://www.bluesource.co.uk)

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Service Description	Monitoring and Management	Reactive Application Support	Monitoring Service	Remote Assist
24 x 7 Telephone Support (P1 Incidents)	✓	✓	X	X
8 x 6 UK Regional Business Hours Telephone Support (All Priorities)	✓	✓	X	✓
Incident Prioritisation (P1 - P4 Time-To-Action)	✓	✓	✓	✓
Incident activity tracking and automated electronic updates	✓	✓	✓	✓
Remote Technical Support/Remediation	✓	✓	X	✓
Service Level Agreement (SLA) driven Time-To-Action (TTA)	✓	✓	✓	✓
Escalation of incidents to vendors (subject to support agreements)	✓	✓	X	✓
Problem Management (Correlation of Incidents for Root Cause)	✓	✓	X	X
Incident Reporting for P1 Service Outages (as requested)	✓	✓	X	X
Supported Application Re-installation (if necessary)	✓	✓	X	X
Application Support for physical or virtual servers	✓	✓	X	✓
Change Management (bluesource Change Control)	✓	✓	X	X
Change Management (Customer Compliant Change Control)	✓	✓	X	X
Customer Service Portal	✓	✓	✓	X
Aligned Service Delivery Manager	✓	✓	X	X
Acceptance-into-Service Health Check	✓	✓	X	X
Customer As-Built Documentation	✓	✓	X	X
Operations Manual (Customer Facing)	✓	✓	X	X
Annual Application Health Check (Additional Charge)	✓	✓	X	X
99.9% Application Availability (Dependant on platform)	✓	X	✓	X
Financially Backed Service Credits	✓	X	✓	X
Quarterly Service Review	✓	✓	✓	X
Windows O/S Patch Management (Functional or Critical)	✓	X	X	X
Application Specific Patching (Subject to commercials)	✓	X	X	X
Monthly Service Reports	✓	✓	X	X
Proactive Incident and Event Management and Resolution	✓	X	X	X
General Service Status	✓	X	✓	X
Application Monitoring	✓	X	✓	X
Server availability Monitoring	✓	X	✓	X
Physical & Virtual Server Hardware Monitoring	✓	X	✓	X
Performance Monitoring	✓	X	✓	X
Server CPU and Memory Consumption	✓	X	✓	X
Disk Space Utilisation and Free Space	✓	X	✓	X
SQL Database and Logs status	✓	X	✓	X
Application Event Error Logging	✓	X	✓	X