NASSTAR

DATA SHEET

PREMIUM MANAGED SERVICE

Transformative IT management. A comprehensive approach to managed services.

Our Premium Managed Service is a modern approach to IT Management, designed to remove the in-house burden of technology and free up your teams to focus on the important things.

Combining Device and End User Support, Nasstar's Premium Managed Service is ideal for enterprises looking for a comprehensive approach to managed services.

Using powerful automation tools and enhanced levels of monitoring and reporting, we ensure that any anomalies are flagged and remediated before you even notice them and before they give rise to costly problems.

We will make your business more resilient, your systems more effective and your users more productive.

The Nasstar Premium Service consists of:

\\ Service Initiation
\\ Get 2 Good Program
\\ Automated Backup Checks
\\ Automated Windows Server Security Patching
\\ Automated Citrix Reboots
\\ Remote Service Delivery Management

As well as the above, you can select from the following additions:

\\ Linux and Other Operating Systems Patching & Updates
\\ Proactive System Maintenance
\\ Service Delivery Manager CMDB & Change Management
\\ Service Analytics Reporting
\\ Business Continuity Planning/Disaster Recovery
\\ Governance, Risk and Compliance

THE NASSTAR WAY

When you work with Nasstar, we will take the time to understand your business and get to know your IT environment so that we can best advise on ways to improve efficiencies, whilst cutting costs – a metric we include in every single client contract.

There are no technical barriers to our Managed Services capabilities. And with a team of over 500 IT specialists, we can scale with you, providing your people with all the support they need, 24/7.

KEY FEATURES

Get 2 Good

After 30 days from go-live, the Get 2 Good program is implemented to establish quick wins that improve the individual baseline of the Configuration Items (CI). This enables us to complete work such as updating software levels and patching to reduce your risk profile.

The cost of the Get 2 Good program is included in the Premium Service contract fee. However, for CI items requiring significant improvement, we will present a separate proposal for corrective action. This would be considered additional chargeable work that will reduce your risk.

24/7 Service Desk

Our 24/7 Service Desk enables you to report any incidents quickly and easily to our team for investigation, in addition to the following features:

// All incidents are reported centrally, capturing those raised by you and your team, as well as those identified via Nasstar's proactive incident management system
// Initial diagnostics are performed on any reported incidents
Full ownership of the incident, and end-to-end management
// Once the incident has been resolved, we will ensure any Managed IT equipment that has been affected is managed following the relevant warranties as set out in the Service Description
// Available via telephone, e-mail or through the ServiceNow portal 24/7/365 as standard

Incident Support is provided around the clock, ensuring a response is given within 30 minutes for P1 incidents logged with Nasstar's Service Desk[i]. All incidents must be logged by an authorised named user, registered with the Nasstar Service Desk.

24/7 Proactive Monitoring

Using powerful automation tools, we proactively monitor the technology solutions included in your managed service, to monitor and maintain your systems 24/7, keeping them healthy at all times. Any anomalies are flagged and remediated before you even notice them.

Automated Backup Checks

We use AI and automation to ensure backups are successful. Our proactive management tool pre-emptively schedules system maintenance tasks to reduce downtime, while detailing audit trails. The audit log records a 7-day history and will automatically escalate a ticket to P1 after 24 hours if the next backup fails.

Automated Windows Service Security Patching – Global Update Service (GUS)

Windows Security Patching on the technology/service(s) purchased, ensures you are continuously in line with Microsoft best practice. The latest security updates will be downloaded and installed within your maintenance window and detailed as part of Service initiation.

Our proactive monitoring and maintenance Watchpoints will be configured to monitor the status, download, and install updates using automation and manual methods as required.

Automated Citrix Reboots

Our Citrix Reboot service delivers optimum performance, ensuring Cached Data and Stale Profiles are purged. This will be set up as part of the onboarding process, enabling VIP users to be programmed into the system and not forcefully vacated from systems they are actively using.

Service Delivery Manager CMDB & Change Management (Optional)

We will provide a named Service Delivery Manager to manage additional business areas, including Change Management and Configuration Management Data Base (CMDB) Asset Management.

Proactive System Maintenance (Optional)

To help reduce system downtime and outages, we will complete health checks and best practice reviews in relation to the Managed Services that are provided, incorporating System Health and Vendor Best Practice Maintenance.

Service Analytics Reporting (Optional)

A detailed report is provided to you each month, providing management and detailed technical information on the preceding month's activity. The report metrics can include Service Level performance, incidents logged (including by priority), average response time and performance against KPIs.

In addition, a separate dedicated P1 incidents report will be produced.

Remote Service Delivery Management

Remote Service Delivery Management provides additional levels of monitoring and reporting for the service(s) in question.

Linux and Other Operating Systems Patching and Updates - Optional

To regularly update your infrastructure systems in line with vendor best practice, we provide effective security patching and system updates (dependant on the technology/service(s) purchased). The latest updates will be downloaded and installed within your maintenance window.

Watchpoints will be configured to check the status, download, and install updates using automation and manual methods as required.

Business Continuity Planning / Disaster Recovery (Optional)

We will work with you to refine and manage your Disaster Recovery (DR) plan using our Business Impact Analysis process (BIA).

The BIA process identifies mission-critical systems and their level of importance, in addition to defining the correct recovery point objectives (RPO) and recovery time objectives (RTO).

Governance, Risk and Compliance (Optional)

Our Governance and Risk (GR) service helps to guide you through IT policies and risk management, driving best practice and ensuring effective and efficient use of your IT.

We help you to define and maintain IT policies, as well as design a framework specifically for you, so you can bring governance to your business. Policies that may be in scope include security and data protection.

REQUEST A FREE PREMIUM MANAGED SERVICES CONSULTATION

Whatever your IT support needs, we can take care of it, so you don't have to.
If you would like to book a complimentary consultation or find out more, please contact enquiries@nasstar.com or call 0844 443 4433

¹ A P1 will only be declared if the Customer has purchased a resilient service.

nasstar.com
+44 844 443 4433
enquiries@nasstar.com