

What is Operational Support?

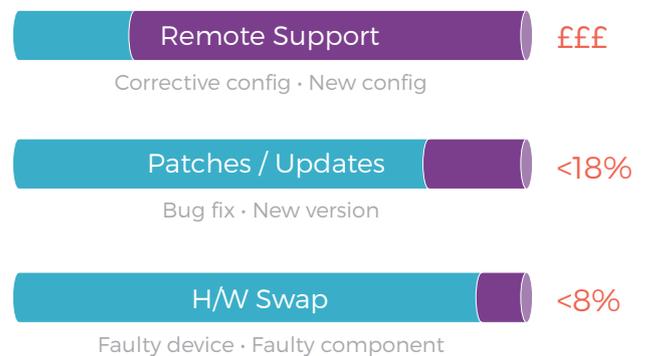
Gyrocom's Operational Support Services is a preventative maintenance practice that ensures organisations dramatically reduce their requirement for support calls. However, if and when a support requirement arises, the contextual intelligence available via the operational support practice ensures efficient incident management with rapid resolution of faults.

Distinctly different from break/fix maintenance contracts that largely focus on incident resolution, Gyrocom's Operation Support model is a holistic approach that provides better value to our clients by extending the remit of the contract to everyday support.

- **BUILDING CONTEXT**
Understanding your support needs and requirements
- **DISCOVERY**
Recording details of your IT Infrastructure
- **ONBOARDING**
Some housekeeping to ensure an optimal baseline setup
- **PROACTIVE CARE**
Monitoring your infrastructure to avoid surprises
- **INCIDENT MANAGEMENT**
Resolving faults via our efficient Technical Assistance Centre

The Commercial Argument

Our experience tells us that less than 8% of support calls are associated with hardware failure and less than 18% relate to software patches and upgrades. The majority of support cases are raised to seek product-centric technical advice and guidance. Furthermore, when incidents of failure occur, organisations have to present contextual information (logs, troubleshooting data, remote access, config details, etc.) to a generic support desk, so as to receive a contextual response and fix. This makes the traditional break / fix contract an expensive insurance policy.



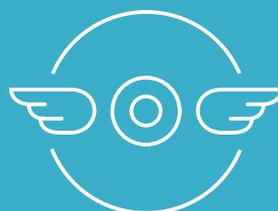
Gyrocom's Operational Support helps record and maintain contextual information to provide a bespoke service which:

- recognises the particulars of the organisation raising a support call – and in many cases even before a call is raised!
- is able to begin unassisted remote triage activities immediately
- can provide superior incident management, address change requests, restore configurations, provide advice and guidance, with speedy results.

Operational Support for the price of your Break / Fix Contract



Lower TCO



Freeing Up IT Resources



Maintain Business Continuity

What is included?

	Operational Support	Traditional Break / Fix
Audit	✓	✗
Healthcheck	✓	✗
Configuration Backup	✓	✗
Live Monitoring	✓	✗
Remote Moves, Additions and Changes	✓	✗
Dedicated Lead Engineer	✓	✗
Quarterly Service Review Meetings	✓	✗
Monthly Engineering Meetings	✓	✗
Project support	✓	✗
Advice and Guidance	✓	✗
Incident Management and Resolution	✓	✓
Periodic Reports	✓	✓

Areas of expertise



Network



Network Security



Servers and Storage

Customer Success Story

Kingfisher IT Services (KITS) is a part of Kingfisher Plc, an international home improvement company, operating nearly 1,300 stores in 10 countries.

KITS have a multitude of skilled in-house engineers who are responsible for:

- providing IT support services to the Group, and
- developing/deploying new IT solutions

To maintain a competitive edge in the marketplace, the Group wanted KITS to spend more time developing solutions that would contribute to revenue generation activities and business success, without compromising on business continuity.

Gyrocom has been successful in providing an Operation Support Service to KITS, catering to the Group's UK Data Centre Network operations. The service includes incident management, change management, service requests and network monitoring for the LAN, firewalls, load balancers, IPS, and the Cloud Security / Proxy platform.

To overcome the pitfalls of a siloed approach, Gyrocom created the "One Network" team which provided contextual support across all the involved technologies. By doing this, Gyrocom has:

- reduced the time spent on network issues by facilitating speedy resolutions
- freed up the KITS team to enable them to concentrate on supporting business initiatives
- become a single source of information to support new project initiatives
- provided regular on-site presence and proactive engagement that the incumbent break/fix provider was unable to provide.

"... the day to day involvement of the operational support team ensures that the network is running optimally - this is absolutely key for us. Because the Gyrocom engineers keep an eye on the health of the network, problems are averted or dealt with rapidly. Moreover, Gyrocom maintains crucial information in support of new projects. That is much better and more cost-effective than the reactive services of the past."

Katey Evans-Hearn -
Service Manager, KITS