



Selection Services Plc

Client C is an independent charity funding research to improve human and animal health. The broad defined mission allows them to respond flexibly to medical needs and scientific opportunities. As well as tackling immediate priorities, their independence and long-term perspective enable them to support research that will benefit future generations.

This rounded view extends to their work on the impact of biomedical research. They seek to improve understanding of the ways science and medicine has developed, and how research affects people and society today.

Client C has made a major investment in its information technology (IT) infrastructure to support its overall business objectives. To achieve the goal of maximum 'up-time' on the network, the system must be stable and operating efficiently.

Selection Services were tasked with the provision of the most professional pro active support solution to Client C. Their systems will be monitored from the Bromley support centre 24/7/365 thus enabling the existing IT team to benefit from the knowledge that the traps and faults received will be logged and dealt with efficiently and in accordance with the service level agreements.

Selection Services will fully manage the entire contract at Client C but will utilise the services of specialist support partners for the Cisco and SUN support requirements. The accreditations in place and the skill sets available at Selection will enable Client C to benefit from a high level of technical support and the ability to offer out of hours support as an added benefit and uplift to the overall service provision.

Prior to implementation of Open view on more than 200 devices a detailed on-site Server review was undertaken to ensure the systems are in a stable format.

Once the assessment report's findings had been actioned then the implementation of HP Open View was completed by installing the Monitoring Agent/s on the Client C Server and create a Virtual Private Network (VPN) link between the two companies.

The complex and risky migration to Open View monitoring was to be done in a three weeks period with all reboots and system downtime to be arranged out of hours.

The implementation of large-scale networks is especially complex. When these installations also involve multiple support partners projects on this scale require a very special service, calling for expertise in a wide range of disciplines, all of which must be interwoven to ensure a smooth, cost effective and trouble free implementation.

Any identified issues were escalated and resolved, without impacting on the end user's experience of the implementation.

Selection's ability to take a complex and disparate systems consolidate service provisions to a single point of contact and operate to the highest service levels has proven a great success with Client C.



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From project planning to procedures discussion, during every step of the way the customer has had nothing but complimentary comments for the way that the entire project was conducted.

From the companies' point of view, this is an example of the type of organisation that we wish to be conducting business with; an organisation with a proven IT structure that wishes for us to manage their network out of business hours. In fact in their words they want to leave their building and be safe in the knowledge that their infrastructure will be managed to the highest level.



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