

PROACT



Premium Support+

Enhanced support with monitoring
and event management assistance.

Don't call us. We'll call you.

Premium Support+ provides round-the-clock monitoring and event management support for a wide range of hardware/software and systems.

We'll let you know if there's a problem.

Our monitoring platform will keep a continuous eye on your selected technologies and alert us should anything go wrong. So we'll be the ones contacting you if there's a problem, not the other way around.

We will then offer to help you fix it.

Our team, a virtual extension of yours, will offer to help with initial investigations, contact vendors and do everything we can to restore operation or prevent outage.

Support, uplifted.

As such, Premium Support+ is a great way to improve on your current support contract in a cost effective way. If you want total incident resolution, select our 'Service Management' option.

A partner you can trust

We have a successful track record in monitoring complex IT systems and supporting some of Europe's most demanding companies. We've continuously added to our knowledge and have developed tried-and-tested processes that means you can trust us to be available to assist you and help you to improve the following operations:



Storage



Server



Networks



Hypervisor



Public cloud



Databases



Backup

“We chose Proact Premium Support+ because we know that everything is being monitored and we'll get the instant support we need when things go wrong.”

IT operations director

Key benefits of Premium Support+



Secure

Industry-recognised security accreditation. ISO 27001-certified network operations centre (only available in selected Proact countries). Monitoring and support using secure methods.



Available

Support available 24/7, 365 days a year via a self-service portal or by telephoning or emailing our Service Desk.



Flexible

Configurable alerts, thresholds and notifications to match your operational requirements.



Cost-effective

Control your monitoring and support costs with predictable, monthly payments.



'Fix first' policy

When things go wrong, we do everything we can to help you fix the problem as quickly as possible.



Access to a broad range of skills

Thanks to trained support specialists who also have access to a network of over 400 consultants all over Europe.



Peak performance

Our technical specialists will help get the best out of your infrastructure, helping your IT, and your business, perform at its best.

Resources

You'll have 24/7 access to a Service Desk that you can contact via email or telephone, as well as access to self-service portals for support and monitoring.

✔ Service Desk

Named individuals from your organisation will be able to report incidents via the self-service portal, by telephoning or by emailing our 24/7 Service Desk. We'll log requests as they come in and act on them as soon as possible and within our response-time SLAs.

✔ Self-service portal

You'll have access to easy-to-use and convenient self-service portals for monitoring and support.

Your staff will be able to view trends and metrics, and manage infrastructure resources. And via the support portals, your named individuals will also be able to:

- Log and monitor issues and/or incidents
- View customisable items (CIs) in the CMDB (configuration management database)

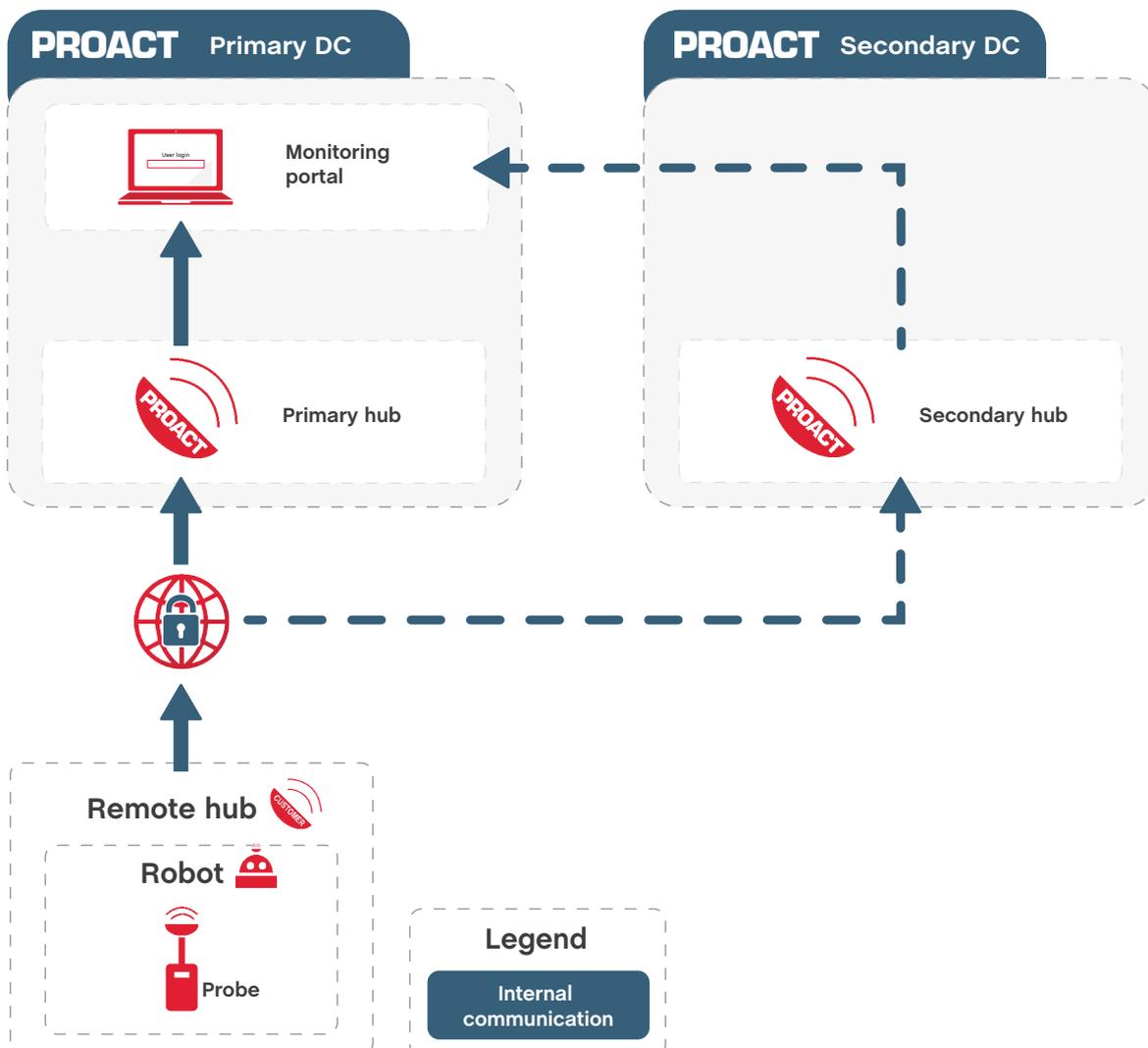
✓ Our secure, intelligent monitoring platform

Our monitoring platform enables us to provide remote monitoring and support. It's made up of multiple round-the-cloud network operations centres and has three main elements.

A remote hub at your site or public cloud account collects information from the environment in scope via monitoring robots that run technology-specific probes to monitor your devices, OS and software. We provide a virtual appliance running the monitoring hub – and recommend you download that. Alternatively, you can provide a virtual or physical server.

Our primary central hub sits within a Proact data centre and collects and collates events, alerts and statistics sent over a TLS tunnel from the remote hub at your site or public cloud account. The primary hub then provides event data to our Service Desk to act upon. A secondary hub in another data centre provides failover resilience.

Finally, our self-service monitoring portal gives you complete visibility of everything in near real-time.



Services

We carry out Premium Support+ operations in line with the ITIL (Information Technology Infrastructure Library) framework, a set of practices for IT service management that focuses on aligning IT services with business needs.

✓ Event management

Our platform continuously monitors your systems, collecting metrics for analysis and reporting. Our team continually modify the thresholds that trigger alerts.

When thresholds are breached, the platform will send alerts to our service desk, so that we can inform your chosen contact. Not only can you specify who's contacted but also how and when they're contacted, ensuring teams aren't disturbed unnecessarily.

We monitor all systems using our standard monitoring probe configuration for each technology type. We can change the metrics monitored and alarm thresholds, except where availability service levels apply.

✓ Incident management

Our technical service desk provides an escalation path when administrators need help with software, firmware and hardware issues.

Report critical, service-affecting incidents by phone and we can act immediately. You can also make non-critical reports by email and via your self-service portal. Email notifications can also let others know when an incident occurs or changes.

We'll let you know when an alert needs resolving and can help with the initial investigation, including via remote support sessions if required. For critical incidents, we help you do what's needed to restore operation or prevent a system outage using the same remote support method.

Where needed, we'll communicate with product vendors directly, for log analysis or extra help, then let you know their recommendations. If an incident occurs that requires input from multiple vendors, as required, we will also coordinate the escalation to them where support contracts exist.

We also provide fault coordination for break/fix events, dealing with the alert directly and with the break/fix provider on your behalf.

✓ Configuration and knowledge management

We keep a configuration management database (CMDB) – so that everyone has an agreed record of all configuration items.

We use our IT service management system (ITMS) to record all incidents. These statistics help us to identify service level and incident trends, and to recommend service improvements.

We keep a knowledgebase on your relevant systems and technologies, to help us resolve incidents even faster.

✓ Service reporting

Every quarter, we'll send you a report containing service statistics relating to incidents, changes and how we logged them. You'll also see a full list of all tickets raised, with our response times. As a result, you'll have complete visibility of how we've performed against service level agreements.

Connectivity and security

If an issue occurs where it would help if we could connect to your environment to support your administrator, we will do so in line with good security practice and, in particular, according to ISO 27001.

Encryption

For remote support sessions, we use an on-demand transport layer security (TLS) tunnel.

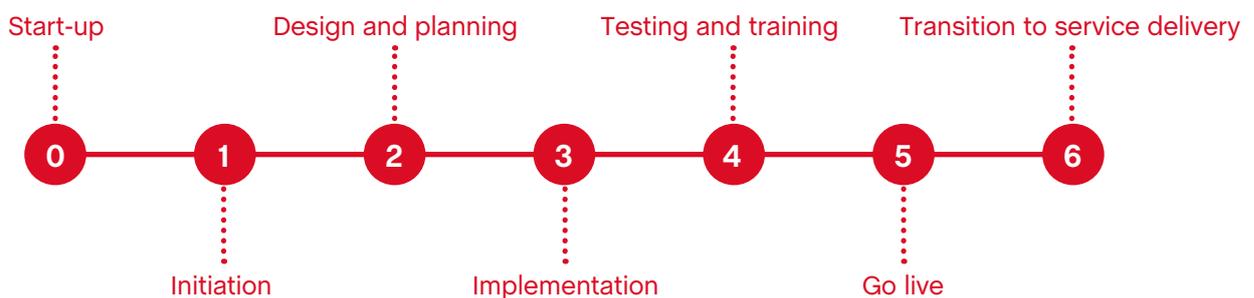
Connection method

We'll use a secure remote support session, such as LogMeIn. This will require your administrator to be present to host the session.

The case owner will remotely connect to their PC/laptop via the Internet. It's your administrator's laptop that will be connected to the environment

Getting up and running couldn't be easier

Getting Premium Support+ up and running is simple and follows our tried and tested 7-stage process that we use to move customers to any of our managed services.



How is Premium Support+ charged?

Premium Support+ is available for an affordable monthly cost for the length of the contract, and a small set-up fee.

We charge according to the types, sizes, and configuration of the technologies you choose and the feature sets you select. Based on your selections, we calculate a minimum-commit charge. Additional service usage is charged at a published flexible rate in your contract, giving you certainty about future expansion costs

See our Proact Support and Management Operations Catalogue for details of the selectable feature sets and the associated charging metrics for each of the technologies supported by this service.

Additional services

- ✓ Upgrade to Service Management, to include incident resolution and problem management
- ✓ Add support for additional systems
- ✓ Migrate workloads and datasets, and monitor configurations from legacy systems
- ✓ Transfer services and extract data at end-of-life



For full details, see our Service Definition Document (SDD) and Service Operations Catalogue at www.proact.eu/en/terms-services

For response-time SLAs and terms and conditions, see www.proact.eu/en/about-us/terms-and-conditions

Information is at the heart of your business. Protecting it is at the heart of ours.

Proact is Europe's leading independent data centre and cloud services provider. By delivering flexible, accessible and secure IT solutions and services, we help companies and authorities reduce risk and costs, whilst increasing agility, productivity and efficiency. We've completed over 5,000 successful projects around the world, have more than 3,500 customers and currently manage in excess of 100 petabytes of information in the cloud.

We employ over 800 people in 15 countries across Europe and North America. Founded in 1994, our parent company, Proact IT Group AB (publ), was listed on Nasdaq Stockholm in 1999 (under the symbol PACT).



Contact us



We offer our services around the world and coordinate them from 15 countries – for contact details, please visit www.proact.eu

PROACT

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