

An astronaut in a white spacesuit is floating in space, with the Earth's horizon and clouds visible in the background. A large red L-shaped graphic is in the top right corner.

Service Overview

IRIS Mission Critical Support

The world is a big place. As organisations evolve and become more complex, so does the technology that supports them. By selecting Mission Critical Support from Ultima as part of our IRIS family of services, you can keep pace with change, safe in the knowledge that your infrastructure, applications and workloads - whether they reside on-premise or in the cloud - are fully supported.

- Delivered from our UK-based ISO 27001 certified 24x7 Technical Service Centre
- Access to three different service tiers; Essentials, Advanced and Ultimate
- Delegate responsibility for just your mission critical infrastructure or outsource the entire stack
- Contract with us on a per-asset or per-application basis
- Eliminate uncontrolled change through standardisation and configuration management

Taking Care of Business

IT strategies can be affected in a range of different ways, including a shift in customer expectation, regulatory changes and digital disruption, often leading to a loss in productivity and focus. Transformational change is unfolding at such a relentless pace, that many organisations are unprepared for the impact that emergent technologies and cultural trends can have on operational readiness. As a result, teams can often feel as if they are continually playing catch-up, trying to stay ahead of the demands of their shareholders, workforce and industry.

With many organisations seemingly in a permanent state of flux, managing day-to-day operations can sometimes take a back seat, in favour of trying to establish a way forward. Alternatively, teams find themselves unable to defocus on 'business as usual' long enough in order to embrace new technologies and ways of working, which in turn affects operational agility.

Mission Critical Support is designed to release your organisation from the burden of managing its underlying infrastructure, applications and workloads, so you can continue to execute your IT strategy, without worrying about keeping the lights on.

Operating at the intersection of BAU and project activities, we provide ITIL-based service management and accountability for the outsourced technology stack. With over 20 years' experience in 24x7 IT support services, we use our considerable talent pool, alongside enterprise tools and common standards to deliver predictable costs, efficiency gains and greater IT value.

By providing a stable foundation to build from, organisations using our service become more agile, focusing instead on investments which promote growth, competitive advantage and drive innovation across every facet of their business.



Progress Through Partnership

Pinned down by rising costs, technical debt, a lack of round-the-clock support and the ever-present threat of experienced employees walking out the door, IT leaders can often feel as if they are fighting an uphill battle. By outsourcing aspects of their

IT estate, the responsibility for standardisation, continual service improvement, compliance, customer services, training and resourcing falls to the MSP, who can be held to account through measurable service levels and key performance indicators.

59%

Of companies

Outsource to reduce or control costs, with 57% choosing to do so in order to focus on business objectives - **Deloitte**

1 in 3

Organisations

Recognise they need to increase their IT headcount, to keep pace with development and growth - **Spiceworks**

1 in 4

IT Professionals

Plan to seek new employment, with millennials most likely to leave for greener pastures - **Spiceworks**

56%

Of Business Leaders

Engage service providers for long-term development and maintenance support, to drive business efforts - **Gartner**

89%

Of IT budgets

Expected to grow or remain steady as organisations look to upgrade outdated infrastructure - **Spiceworks**

25%

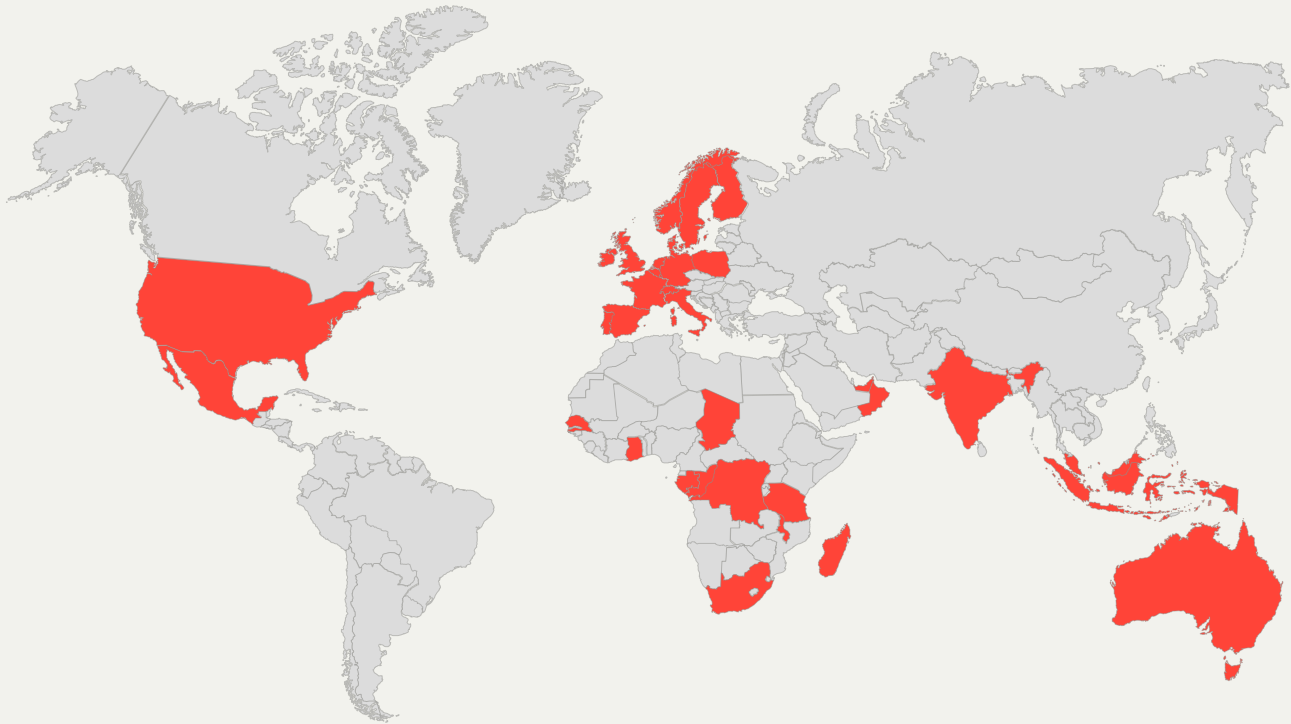
Year on year increase

In managed service expenditure across SMB organisations between 2019 and 2024 - **Mordor Intelligence**

24x7 Global Support

We recognise that placing critical IT services in the custody of a Managed Service Provider is a key decision, one that requires an organisation to consider reputation, completeness of vision and ability to execute. We've delivered 24x7 managed services since 1998. Today, we support tens of thousands of users, across a broad cross-section of markets, worldwide. We support

infrastructure in 35 countries across Europe, North America, Africa, Australia and Asia. By placing a managed service with Ultima, you benefit from our long-standing investment in people, process and technology, with our ISO27001 certified technical service centre providing 24x7 support for a range of on trend technologies, from across our strategic vendors.



Ultima and LogicMonitor



As a native SaaS solution, LogicMonitor is the only fully automated, cloud-based infrastructure monitoring platform for enterprise IT and managed service providers like Ultima. It allows our analysts to maintain visibility over everything from on-premise workloads to private and public cloud services, with the flexibility to collect and display data from virtually any type of device, enabling us to proactively update you on problems affecting your estate and resolve issues prior to failure.

In addition to its AIOps platform - enabling us to see what's coming before it happens - LogicMonitor provides us with workload management, troubleshooting and diagnostics, capacity planning and comprehensive reporting.

Metrics are used to identify performance issues and component failures, to avoid unnecessary service downtime and we use the information gathered, coupled with the skills and capabilities of our support consultants to perform root cause analysis.

- Access to your dashboard, alongside the monitoring data we hold, retained for a period of 2 years
- Thresholds are created based on anomaly detection, meaning more accurate alerting and reporting
- Agentless, means that there are less components installed onto your infrastructure, without any loss in functionality
- Allows us to keep an eye on cloud, network, servers, web-sites, containers, apps, storage, and remote workforces

Separation of Responsibilities

 Customer  Ultima

Separation of responsibility is designed to give you choice. With Mission Critical Support, you can delegate responsibility for just your core infrastructure (e.g. network, storage, servers and virtualisation layers), or elect to outsource the entire stack, with Ultima managing everything from your applications and data, to the underlying operating systems. Furthermore, using our service tiers - Essentials, Advanced and Ultimate - you can treat production and development systems differently.

We use a suite of enterprise management tools to proactively guard against system degradation and failure. With four priority levels, we use machine learning to ensure that the right resolver group is engaged, to qualify, triage, resolve and perform root cause analysis against issues related to supported systems.

Our hierarchical management structure puts customer service

and technical excellence at the heart of our 24x7 operation. In order to act as an extension of your IT team, we have built out a multi-disciplined service delivery function, allowing us to provide everything from management over a subset of your infrastructure, through to a full outsource, where we are responsible for delivering an enriched IT service.

Teams are aligned to three practice areas; Cloud, Security and Digital, each led by a consulting lead, who is responsible for strategic direction, best practice and technical enablement. Following an internal development programme, and vendor certification paths, consultants become experts in their field. By continually sharing information between our Virtual CTO and Managed Service practice, this 'one-team' mentality ensures we remain relevant to our customers, and can support the broadest set of technologies from across our strategic vendors.

| Infrastructure | Platform | Service |
|------------------|------------------|------------------|
| Applications | Applications | Applications |
| Data | Data | Data |
| Runtime | Runtime | Runtime |
| Middleware | Middleware | Middleware |
| Operating System | Operating System | Operating System |
| Virtualisation | Virtualisation | Virtualisation |
| Server | Server | Server |
| Storage | Storage | Storage |
| Network | Network | Network |

Separation of Responsibilities

Considering the importance of IT on business operations, we take a resolution-first approach, aiming to reduce the impact to the organisation, should the worst happen. Depending on the service taken, we assume ownership of incidents and service requests - including working with third parties - leveraging our product knowledge to keep your infrastructure operating night and day, in accordance with vendor best practice

We can also take responsibility for conducting annual health checks and regular system maintenance, ensuring that your environment receives the latest critical updates and security patches. Also, by eliminating uncontrolled change through standardisation and configuration management, we are able to ensure that systems remain in a consistent state. In addition to dashboards outlining the status of your environment, we provide a suite of management reports for consumption by your team. These include trends uncovered (e.g. capacity and

performance) and strategic recommendations made during that period (e.g. vendor supportability), enabling you to shape the future of the services being managed.

During transition, we use platform intelligence to set alerting thresholds, using a set of known application or infrastructure profiles to filter out false positives and spurious alerts which would otherwise trigger an intervention. This allows us to focus on actual issues, which could result in a service outage or lead to availability, capacity or performance problems.

For qualifying services, an SDM is assigned to ensure we're performing in line with expectations. Their role is part of wider metric-driven CSI plan, ensuring we are always honing the service, following a "Plan-Do-Check-Act" approach to deliver operational and service efficiencies. This helps us drive down the number of tickets, reducing load on the managed service.



Transition in Ten Easy Steps

- **Step 1 - Service Discovery** - Discover, baseline and validate the proposed service with key stakeholders, prior to the drawing up of appropriate service schedules
- **Step 2 - Service Initiation** - Kick-off meetings are scheduled, developing the various materials needed to govern the end-to-end process
- **Step 3 - Resourcing** - After defining the support requirements and performing a gap analysis against our existing capacity, we draw up a resourcing plan
- **Step 4 - Connectivity** - Set up a VPN connection to your environment and use role-based access control to provide secure access to infrastructure and applications
- **Step 5 - Knowledge Transfer** - Create operational run-books and populate our knowledge base covering vendor support, 3rd party resolvers, SLAs, OLAs and KPIs
- **Step 6 - Health Checks** - Conduct technical familiarisation and automated health checks, performing remedial action or providing recommendations for non-compliant systems
- **Step 7 - Tool Setup** - Configure LogicMonitor. Optimise and base-line alerting thresholds, alongside the creation of agreed reporting and dashboards
- **Step 8 - Service Management** - Create operational handbook and service catalogue. Define call handling and escalation procedures, CAB processes and service owners
- **Step 9 - Service Activation** - Following a successful operational readiness review, the service goes live and incidents and requests are routed to your Ultima team
- **Step 10 - Service Review** - Post transition, we conduct the first monthly service review. Any deficiencies are captured and actioned in line with our CSI obligations

Benefits

As organisations evolve, adapting to environmental pressures such as changes in economic conditions, strategic priorities and technological advancement, so must the IT service that underpins it. The most important consideration when selecting an MSP, is its ability to remain relevant.

Neil Thompson - Head of Presales Architecture - Ultima



A Single Unified ITIL Platform

Integrated into ServiceNow, we embrace the standards of ITIL best practice within all of our Service Management practices



Deep Analytics

Give us insights into your IT infrastructure and workloads, allowing us to stay one step ahead of problems that could affect your estate



Your Service, Your Way

Access to three options; Essentials, Advanced and Ultimate, providing you with greater choice over what you want Ultima to manage



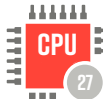
Plan, Do, Check, Act

Backed by a CSIP programme, designed to improve efficiency and effectiveness, through incremental service development



Remote Monitoring and Management

Complete peace of mind for critical services and infrastructure, delivered from our 24x7 ISO 27001 certified technical support centre



Flexible Support

Add and remove assets, and upgrade or downgrade support, to keep pace with organic changes across your business



Multi-Disciplined Specialists

Building on over 20 years experience, we provide access to first to third line support, for a range of tier one vendor technologies



Simple, Cost-Effective Delivery

Simple engagement model, based on a per-asset or per-application basis, giving you certainty over billing and costs

Service Plans

Organisations often have a range of requirements, with some wishing to retain capabilities in-house. We provide access to three different service tiers, each providing an increased level of ownership and accountability. By selecting only the service levels required, you benefit from an optimised outsource, with our teams providing a blend of reactive and proactive support.

Essentials - Provides 24x7 incident analysis, resolution and essential checks, coupled with basic event, availability and capacity management. Benefit from our integrated automation platform, as well as our monitoring and alerting expertise. This low-cost option is perfect for non-critical infrastructure, where there may not be a requirement to manage the entire platform.

| | Essentials | Advanced | Ultimate |
|---|-------------|-------------|-------------|
| Service Reporting | Portal | Enhanced | Enhanced |
| 24x7 Incident Investigation and Resolution | ✓ | ✓ | ✓ |
| Advanced Event Monitoring | ✓ | ✓ | ✓ |
| Proactive Event Correlation and Alerting | ✓ | ✓ | ✓ |
| Contact via Portal, Email, IM and Phone | Portal Only | ✓ | ✓ |
| Service Delivery Management | - | ✓ | ✓ |
| Guaranteed Availability SLAs | - | ✓ | ✓ |
| Capacity Trend Analysis and Recommendations | - | ✓ | ✓ |
| Change Analysis and Implementation - Per Device | - | 2 Per Month | 5 Per Month |
| Configuration Management Database | - | ✓ | ✓ |
| Knowledge Management | - | ✓ | ✓ |
| Vendor Escalation - Utilising Customer UCs | - | ✓ | ✓ |
| Automated Windows Security Patching | - | ✓ | ✓ |
| Administrative Account Review - Quarterly | - | T&M | ✓ |
| Proactive Problem Trending and Investigation | - | - | ✓ |
| Operational Resilience Testing - Biannual | - | - | ✓ |
| DR Fail-over Testing - Annual | - | - | ✓ |
| Tech Roadmap - Planning and Recommendations | - | - | ✓ |
| P1 - Incident Root Cause Analysis | - | - | ✓ |

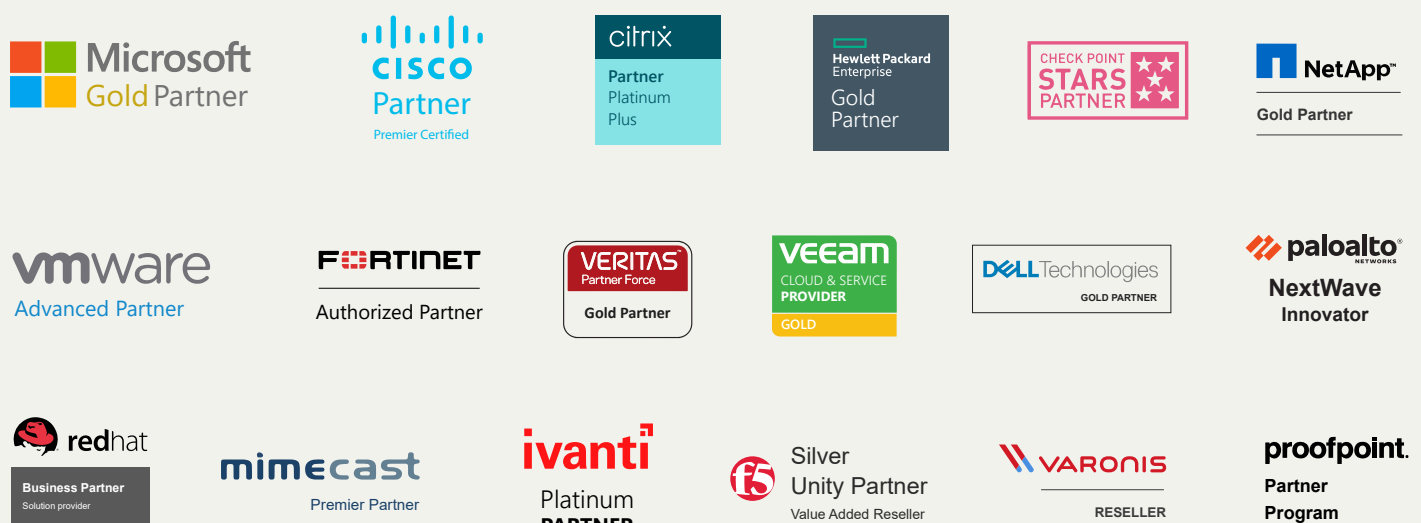
Service Plans

Advanced - Designed to provide guaranteed availability SLAs, alongside access to our knowledge base and CMDB, we are accountable for the health and performance of the infrastructure under support. This tier includes access to our third level teams, who perform advanced maintenance in order to keep your systems operating effectively.

Ultimate - For our top tier service, customers benefit from guaranteed resolution SLAs and access to a broader set of products and services, including root cause analysis for P1 events and major incident management. Ultimate is designed for customers who are typically looking for an MSP to retain accountability of the technology under contract.

| | Essentials | Advanced | Ultimate |
|---------------------------------|------------|----------|-----------|
| Firmware and Service Packs | - | - | 7am - 7pm |
| Guaranteed Resolution SLAs | - | - | ✓ |
| Request Fulfilment | - | - | ✓ |
| Major Incident Management | - | - | ✓ |
| Health Check Report - Annual | - | - | ✓ |
| Vendor Management and Reporting | - | - | ✓ |
| CAB Attendance and Chairmanship | - | - | ✓ |

Strategic Partnerships



Add Ons

While we maintain a comprehensive Intelligent Remote Infrastructure Managed Service, providing access to a broad set of activities and deliverables, there are certain tasks which we consider as being add-ons, over and above the standard service. While we can ultimately include these as part of your service, they are costed on a time and materials or per-project basis. Should you wish to discuss any of the options below, please contact your Ultima sales representative for more information.

Strategy and Design Services

Our architects can help define technical blueprints that provide a structured and well supported route away from your Current Operating Model to a Target Operating Model, considering aspects such as the retention of specific technologies, investments and skills, standards and compliance, and SLAs.

Digital Transformation

Ultima's accredited in-house technical consultancy teams are able to provide the experience and processes necessary to deliver an extensive range of on-trend solutions and services, modernising, automating and ultimately transforming your organisation's IT infrastructure and business processes.

Hardware Lifecycle Management

While we are responsible for supporting the hardware under contract, this excludes upgrades or replacements. Where there is a need to decommission legacy infrastructure and bring about its replacement, or upgrade existing assets and devices, we can provide costs, independent of this managed service.

On-Site Technical Support

Our service is a 24x7 remote operation, delivered out of our UK-based TSC. Should an on-site presence be required in order to conduct specific activities, then we can provide access to certified engineering and consultant support separately.

Version Upgrades

Considering the risks and complexity associated with version upgrades in terms of service continuity, we consider this activity to be project-specific. Where identified as part of an ad hoc request or CSIP recommendation, we can engage our consultancy teams to conduct this work on a T&M basis.

Bespoke Reporting and Dashboards

While we provide different levels of reporting at both Advanced and Ultimate tiers, there are occasions when you may wish to build bespoke reports of your own, linked to specific systems or views. Our ServiceNow specialists can provide this under a separate charge, based on the complexity of your requirement.

Discovery and Audit Services

For customers who lack visibility of what is installed across their estate, we use automated tools to discover assets, workloads and their dependences. This helps organisations accelerate their IT infrastructure planning process and gather more detail on assets that may require supporting.

Software Lifecycle Management

Ultima can provide lifecycle management around all of your software assets, including aspects such as license procurement and product registration, consumption reporting, software asset management, vendor road-maps, renewals and co-terming of existing agreements, as well as end-of-life notifications.

Frequently Asked Questions

Q. Can I mix Essentials, Advanced and Ultimate levels of support, under a single contract?

A. Yes. While you can select a combination of tiers across your environment, you will need to select the same tier within each technology group (e.g. SQL databases, Citrix farm). Simply work with our sales and service on-boarding teams to agree the amount of support you need.

Q. Can I upgrade or downgrade between service tiers?

A. Yes. Should you no longer require a particular service, you should let us know in writing, so we can amend your contract accordingly and confirm any cost changes that may be applicable. You can upgrade at any time, however a 90 day notice period is required to downgrade.

Q. What is the standard contract term?

A. Our recommended contract term is three years, from the point of go-live. This enables our technical specialists to have a positive impact over the availability, stability and operational efficiency of the infrastructure, applications and workloads under support.

Q. How do I go about adding or removing infrastructure and workloads from our contract?

A. Simply contact your account manager and we can arrange this for you. For services being removed, 90 days' notice will be required and you may be subject to a cancellation fee. For new services, these will be on-boarded in accordance with our standard operating procedures, in line with your contract or master services agreement with us.

Q. We are a global organisation with infrastructure in many different countries. Are you able to provide us with support across our entire estate?

A. Yes. Using our LogicMonitor platform, we are able to provide 24x7 global coverage, from the UK. So long as we can connect to your infrastructure, we can support it.

Q. How does Ultima bill our company for support?

A. The frequency is agreed at contract stage. Depending on your requirement, you will be billed monthly, quarterly or annually in advance, for the support consumed over the period, with service adjustments made in arrears.

Q. How are the costs of your service affected by day-to-day changes within our organisation?

A. We provide predictable pricing and monthly adjustments to cater for organic changes. Where any aspect of the contracted service increases or decreases by more than 20% of the initial contract value, a commercial review will be triggered, which may result in a change in costs.

Q. What type of customers do Ultima work with?

A. Ultima provide Mission Critical Support to many different clients, however we are mostly aligned to SMB and SME customers from across a wide range of private, public and defence organisations.

Q. We have a specific technology which is not on your supported list. Can you still help us?

A. Yes. Ultima will act as the primary single point of contact, and work with existing third party resolver groups or utilise our ecosystem of long-standing partners to address the support required. Please contact your sales account manager to discuss your specific requirements.

Q. Do you charge for any changes to our environment?

A. Depending on the tier purchased, an allocation of changes will be included. A reasonable usage policy applies which can be found within our outsourcing agreement schedule.

Q. We have invested in our own ITSM tools. What level of integration will you and ServiceNow support?

A. ServiceNow supports REST APIs and we can provide integration consultancy as part of a separate engagement. Ultima will leverage our investment in our ITSM, monitoring and automation tools for the purposes of fulfilling our contractual obligations, driving efficiencies and optimisation throughout our service.

Q. We're interested in taking on an IRIS service with Ultima. How long is the on-boarding process?

A. This is dependant on the number of devices and technologies, alongside the complexity of your estate. As a guide, you should expect the transition process to take between 1 and 3 months, and be affected by the health and stability of your environment.

About Ultima

Formed in 1990, Ultima has developed into one of the UK's leading intelligent infrastructure, cloud and automation companies, focused on the provision of tailored IT solutions and services, including the design, delivery and support of industry-leading technologies, backed by the very best in 24x7 support from our purpose-built UK Technical Service Centre.

No matter where you are on your IT journey, we can make technology a positive asset, aligned with the goals of your organisation. Whether that be mitigating the risks associated with changes in regulatory compliance, optimising infrastructure to improve efficiency, modernising legacy systems in order to take advantages of the cloud, or automating complex processes, we can help deliver better business outcomes at a commercial, strategic, operational and technical level.

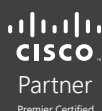
As an end-to-end provider of IT services, we take a holistic approach to delivery, providing multiple entry points to clients who are looking to who are looking to manage their IT more effectively provide more effective technical solutions to their users, customers and partners. Solutions are delivered by Ultima's extensive team of highly skilled technical Solutions Architects, Consultants, Engineers and Project Managers.

We maintain long-standing relationships with a wide range of strategic and disruptive vendors, which alongside our internal pre and post-sales specialists, allow us to provide a wide range of services including;

- Hardware and Software Lifecycle Services
- Technology Steering and Strategic Development
- Business and IT Alignment
- Enterprise Change and Business Risk Management
- Technology Transformation and Automation Services
- IT Integrations - Mergers and Acquisitions
- Optimisation - Standardise, Rationalise and Consolidate
- 24x7 Managed Services

In 2021, Ultima acquired automation and cloud services provider- Just After Midnight, bolstering our skills in Microsoft Azure by adding capabilities around AWS, GCP, Alibaba Cloud and Full Stack, alongside Sitecore, Kentico, Drupal, Umbraco, and AEM. For a full announcement, visit [here](#).

Ultima are proud to have been recognised by industry and channel partners for our expertise in a range of solution and service areas. For more information, visit [here](#).



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