

CallPoint Services Description

Definition

CallPoint is an innovative approach to fulfilling your IT support requirements in a more flexible and cost effective manner.

Method of Purchase

CallPoint is purchased as a quantity of tokens; these are then used up as the services are supplied.

Method of delivery

CallPoint offers an extensive range of IT services that are delivered from high quality resources. The list of delivery personnel accreditations and qualifications is impressive.

Contract Management

CallPoint is easily and accurately monitored, measured and managed. All calls are handled through a dedicated 24 x 7 Service Desk facility.

Some of the benefits of a CallPoint contract are as follows:

Cost Savings

Considerable savings are achieved by having a combined support services CallPoint contract, in place of multiple, support and consultancy contracts. At a time when IT budgets are under ever increasing financial pressure, this is particularly relevant.

24 x 7 Manned Service Desk

All calls for CallPoint are taken by our professionally run, 24 hour, 365 days per year, manned Service Desk. Each call is logged, escalated and monitored through our sophisticated bespoke Service Desk management system. This centre already supports over 6.6 Billion pounds worth of customer transactions.

Time Saving

Dealing with one point of contact is far more time efficient than dealing with a number of different suppliers. This time can be more effectively used within the IT division and/or the business using a CallPoint contract.

Easier Budgeting

The token-based purchasing method means that the billing for support services is easier to budget. The reports supplied as part of the CallPoint contract, will assist in monitoring efficiency and token usage; so that future requirements can be more accurately predicted.

Reduction in support services administration

The administration involved in running multiple contracts with multiple suppliers, generates a considerable overhead on administration, legal, call handling and internal paperwork. These are all reduced with a CallPoint contract. The consolidated reporting, supplied as part of the CallPoint contract will assist in managing support services in an efficient way. Very often a technical issue will span over several technical areas, CallPoint takes away the need for the customer to project manage (handle `finger pointing`) between several different suppliers.

Greater return on financial outlay

The CallPoint contract differs significantly from conventional support contracts as it allows unused quantities of tokens to be converted, from Support to Consultancy Services.

Increased contract flexibility

The ability to convert the style of token between support calls and consultancy services makes the CallPoint contract inherently more flexible than conventional contracts. With ever changing demands on the IT department, this can be particularly beneficial.

Increased access to an extended range of services

The CallPoint contract enables easy access to an ever increasing range of IT Services. These services will be invaluable as the customer support environment changes.

Table 1: Technologies Supported and Token Usage

Activity	Sev. 1	Sev. 2	Sev. 3	Sev. 4	Consultancy per day	Audit Required?
Power i iOS Support – Upgrades, Health Checks, Performance Tuning, Backup & Recovery Planning	9	7	4	2	13	
Power i HA – Mimix, OMS/ODS	12	10	6	2	15	✓
Power i Hardware – System Upgrades, Lpar and Virtual IO Server Implementation	9	7	4	2	13	✓
Maximise	8	6	3	2	12	
Win2003-2012 Server	9	7	4	2	13	
Win2003-2012 Server HA	12	10	6	2	15	✓
WinApplications – Exchange, Sharepoint, VMware, Citrix, Backup Exec	10	8	5	2	13	
Security – Tripwire, Sophos	10	8	5	2	13	
Cisco Network – Installation, Upgrade, Troubleshooting, Documentation	9	7	4	2	13	✓

Table 2: Cost per Credit

Activity	Cost per Flexible Credit	Cost per Fixed Credit
50 - 199	£90	£72
200 - 499	£86	£69
500 - 999	£83	£66
1,000 +	£78	£63

Table 3: Out of Hours Uplift

Time Period	Cost per Flexible Credit
Monday - Thursday	£90
18:00 to 09:00	50%
Friday 18:00 -Monday 09:00	100%
Bank Holidays	150%

Table 4: Severity Duration of Support

Severity Level	Maximum Duration
Severity 1	8 Hours
Severity 2	6 Hours
Severity 3	4 Hours
Severity 4	2 Hours

Out of Hours support and consultancy will be subject to an uplift.

Severity Level is subject to a maximum duration of support.

Support effort above the maximum duration is charged at 2 credits per hour subject to out of hours uplifts.



For further information

Contact our sales team on 01285 862 100 or visit our website at www.apsu.com