

Application Support

Meeting the ever-changing demand of your business

Ensuring business service availability is fundamental to the delivery of quality IT services that meet organisational requirements. At Bell we provide a single point of contact for ITIL-based best practice, service delivery and service level management and reporting plus access to global 24/7/365 response support so you can meet the ever-changing demands of your business.

The challenge

As technology grows ever more complex, and the operational processes required to support applications running in cloud architecture and hybrid workloads continue to evolve, IT executives are left facing a number of challenges.

Perhaps the most consuming issue for IT organisations is how to provide 24/7/365 operations that fulfil the ever-changing demands of our business in a cost-effective way.

Businesses today are supported by an increasingly fragmented application estate hosted on diverse mix of IT delivery models – from on-premises infrastructures and outsourced services to private and public cloud services. While much has changed in recent years, one thing has not: the requirement for high performance and availability to maximise business productivity, revenues and success.

Proactive support services are crucial to ensure that business applications are maintained and protected, for operations such as provisioning, patching, backup & restore, and DR.



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Our solution

At Bell, we provide high quality, cost-effective Business Application support 24/7/365. You'll have out of hours support via the Bell Service Desk and a single point of contact for ITIL-based best practice. We provide seamless management and triage of 3rd party vendors and suppliers as well as pro-active monitoring of key applications, platforms and infrastructure. You'll have access to multi-sited Service Support Centres with highly trained staff, as well as round the clock response support to predict and pre-emptively resolve problems quickly and cost-effectively.

Step 1: Assessment Service

The assessment service will determine any opportunities for greater service efficiency and cost reduction and includes:

- Review of in-scope applications
- Review of current incident and problem logs to determine any underlying issues
- Review of service consolidation / retirement opportunities
- Create of report document outlining findings

Step 2: Service Sizing

We will then carry out a service sizing to clearly define the scope of services, and required SLAs and will track the service metrics on a monthly basis to identify resource requirements and scale team sizes up or down to meet the requisite SLAs and KPIs.

Step 3: Application familiarisation

Bell will perform a process of application familiarisation through staff training, workshops and potential staff TUPE

Step 4: Service Introduction

Bell will transition the service into live status, and contractually deliver services to the agreed Service Level Agreements.

These services include:

Application Support Services

Existing Legacy environments contain a number of critical applications and services which in time may be retired or migrated.

Bell will provide Application Support Services to support and maintain these Applications. A summary of the support services includes:

- Support and troubleshooting
- Access management and permissions
- Software and operating system testing & patching
- Server image management
- Content Services
- Legacy applications

Platform Support Services

Bell will provide database support services, this includes the following:

- Database support services - technologies covered include
- MySQL, SQL Server, DB2, Oracle
- Proactive database maintenance
- Inc Truncation, defragmentation, archiving etc.
- Database engine patch testing and deployment
- Database monitoring and fault diagnostics
- Database administration
- Webserver support & patching

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**See how Bell Integration can help your business succeed.
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