

Application Support

Cost-effective 24x7 global support for mission critical business applications



MARK SWANSTON
Pre-Sales Principal Consultant
T +44 (0) 2392 825925
mswanston@bell-integration.com

Designed to ensure that your business-critical applications work seamlessly, our proactive suite of services give you access to **24x7x365 support** that ensures your applications are maintained and protected.

As technology grows ever more complex, and the operational processes required to support cloud and hybrid workloads continue to evolve, you need to ensure the 24x7 availability of your mission critical applications is maintained in the most cost-effective way possible.

Keeping up with the ever-changing demands of business is just the start. Sustaining the commercial viability and business reputation of your organisation means you need to assure the speed and availability of critical applications, with zero downtime or disruptions.

No easy task when your application estate is hosted on a diverse mix of delivery models - everything from on-premises infrastructure and outsourced services to private and public cloud. Or your operations span the globe and includes core legacy systems that need to be kept operational.

With resources stretched to the limit, you need to ensure your systems are maintained effectively, run continuously, and that issues are responded to in a timely manner. And that's where **Bell Integration can help.**

Why work with Bell Integration

Our support services are tailored to deliver an exact fit to your organisation's evolving needs.

We provide:

- **A single point of contact** - for ITIL-based best practice, service delivery, service level management and reporting covering operations such as provisioning, patching, backup and restore and DR.
- **Access to multi-sited Service Support Centres** - where our highly trained staff deliver round the clock response support and can predict and pre-emptively resolve problems quickly and cost effectively.
- **Centralised management** - and triage of your 3rd party vendors and suppliers
- **Proactive monitoring** - of key applications, platforms and infrastructure

Our Approach



Step 1 Assessment - we determine where we can introduce service efficiencies that add up to a reduced support cost for you. Reviewing your in-scope applications and incident and problem logs to determine any underlying issues, we identify and document opportunities for service consolidation and/or retirement.



Step 2 Sizing - we define the scope of required services, agreeing the service metrics (SLAs and KPIs) that need to be tracked and monitored. Scaling resources appropriately to ensure software isn't just operational - but runs at its best.



Step 3 Service introduction - we transition your support services to a live status and start delivering against contractually agreed SLAs.

A choice of service options

Your current environment may include a number of critical applications which in time may be retired or migrated. Built on ITIL methodologies, our offer a wide choice of service options including:

Application Support Services

- Support and trouble shooting
- Access management and permissions
- Software and operating system testing and patching
- Server image management
- Content services
- Legacy applications

Platform Support Services

- Support services for MySQL, SQL Server, DB2, Oracle
- Proactive database maintenance, including truncation, defrag and archiving
- Database engine patch testing and deployment
- Monitoring and fault diagnostics
- Database administration
- Webserver support and patching

Assuring the speed and availability of your mission critical applications



Contact us

With over 25 years of experience and offices across the globe, Bell Integration delivers Data Centre, Cloud and End User services within some of the world's most prestigious project & managed services and asset retirement services, we add value to our customers at several touch points throughout the life-cycle of their IT environments.

See how Bell integration can help your business succeed. Please contact us on marketing@bell-integration.com or visit www.bell-integration.com