

Remote Administration Service

We manage the technology so you don't have to

Civica's Remote Administration Service (RAS) gives you confidence that your servers are proactively monitored and maintained.

Our service removes many of the procedural tasks related to server maintenance, freeing up your IT resource to concentrate on your core business.

Your servers remain on-site and are monitored for all aspects of server health including backup monitoring, space utilisation, capacity planning and scheduling of regular tasks.

Hardware faults are investigated in a number of ways, including automated scripts and twice daily checks where Civica technical staff will access and check various aspects of the server's health in line with your requirements.

As part of the service, Civica's support desk is available to provide telephone advice and guidance, fault investigation and diagnostics, ownership of any issue through to an agreed solution.

You receive monthly reports detailing partition size, file system size, CPU usage etc., allowing you to work with Civica to plan your hardware migration path.

Civica's RAS consists of:

- > Daily checks to monitor server stability and reduce downtime
- > Hardware maintenance
- > Fault investigation and diagnosis from 09:00 to 17:30 Monday to Friday (except Bank Holidays)
- > Monthly reports
- > Access to Civica technical expertise for advice on capacity planning, upgrades and procurement of new hardware

Benefits

Remote Administration Service

- > Proactive management to keep your business critical services running
- > Customers receive a consistent service, as issues are dealt with quickly and efficiently to minimise downtime
- > Helps you meet your IT SLAs; reducing the risk of underperforming
- > Increase the productivity of your IT team, as they focus on projects that add value to your organisation
- > Bolster your IT team with access to Civica's pool of technical expertise, to advise on hardware refreshes, disaster recovery etc.



London, UK

Tel: (+44) (0) 20 7760 2800
 2 Burston Road, London
 SW15 6AR
marketing@civica.co.uk
www.civica.co.uk

Leeds, UK

Tel: (+44) (0) 113 244 1404
 Vanguard House, Dewsbury Road
 Leeds LS11 5DD
marketing@civica.co.uk
www.civica.co.uk

All our professional services focus on eliminating the risk to your business of underperforming systems.

They provide maximum up-time and increased efficiency, as well as reducing the cost and resource required to deliver day to day operations.

Reducing your impact on the environment

Where possible, Civica implements low power consumption technology and sustainable hardware. In addition our communications solutions (such as flexible working and unified communications) allow you to reduce your carbon footprint, by reducing the need to travel.

Customer reference

"Wandsworth Parking Services has been using Civica's remote administration service for over 10 years. At Wandsworth we host our own parking servers but take advantage of Civica's disaster recovery testing which takes place annually.

"There have been various issues over the years, some of which have proved difficult for us as a client to cope with. However Civica has always valued our comments and made amendments to working practices.

"As a client, Wandsworth Parking Services greatly appreciates the close working relationship that it has built up over the years and has seen that Civica is willing to put the needs of the Council first in order to resolve matters as efficiently as possible.

"With a close working relationship, I find the service to be of a high standard and am confident that Civica would do its best to resolve any issues that may arise."

Pari Patel
Business System Supervisor



About Civica

An experienced partner with the experience to deliver a modern solution built on deep understanding and commercial best practice is fundamental. Supporting organisations across the public and private sectors for more than 20 years, we bring together people, processes and information to help you to achieve a consistently high level of service and a measurable return on investment.

Civica's managed services form part of its broad capability in specialist systems and outsourcing services that help organisations to improve service delivery and efficiency, with specialist expertise in local government, education, social housing, health care and enforcement. Blending software applications, IT managed services and outsourcing, the group supplies more than 2,000 customers in the UK, Australia, New Zealand, Singapore and North America, including 90 per cent of the UK's local authorities.



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