

Raycon Support Services Overview

Friday, 18 July 2014

Preferred Partner



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1. Raycon as a Partner

Raycon is an ideal support partner: large enough to deliver a reliable and complete service, yet not so large that the personal touch is lost. Raycon has a very mature structure for a small company that has several levels of escalation and management with each person having full visibility of their individual role and location within the organisation. This clearly defined structure and the business processes that have been built around it, has allowed us to deliver hundreds of projects successfully and, with our very friendly and approachable staff, our client retention rate is extremely high.

In our communications, our aim to be the most helpful person you have spoken to on any given day.

Based in Central London, Raycon is a dynamic, highly-innovative and forward-thinking IT services company dedicated to providing professional service and support to business. Originally formed in January 2003, we aim to provide our clients with a complete IT solution that encompasses consultancy, support and integration services.

Raycon's mission statement is at the core of our company ethos:

“To be a highly successful and respected IT consultancy; achieved through unsurpassed customer service and technical excellence.”

We pride ourselves on being friendly and responsive to client's needs. Raycon support a wide variety of businesses in diverse sectors.

With our highly-skilled and experienced staff, Raycon is committed to providing a first-class service, allowing clients to concentrate on core business safe in the knowledge that their network is in professional hands. Raycon is a paperless company that heavily invests in technology and computing to streamline our business processes. We see a massive return on this investment through increased efficiency and greater client-satisfaction.

We've introduced a multi-layered organisational structure that gives everyone visibility of where they fit into the company and provides a clear path for issue escalation and personal progression.

This simple but effective structure has enabled us to repeatedly deliver outstanding service and has helped us to consistently receive excellent feedback.

Raycon is divided into distinct Service and Sales & Solutions teams with all staff client-facing and working towards common goals. Many administrative functions are out-sourced to specialist companies allowing us to concentrate on our core business and ensuring that we are always available for our clients.

1.1. Service Team

1.1.1. Service Desk

Leveraging a state-of-the-art network and computers system running the latest in ITIL-compliant Service Management software, the Service Desk has received excellent feedback from the clients who value its quick response and efficient service. A Service Desk Team Leader manages the Service Desk on a day-to-day basis and ensures that our 1-hour response guarantee is met and that issues are escalated where appropriate within the established Service Level Agreement (SLA).

Raycon's Service Desk is equipped with many tools that assist support specialists in providing quick and efficient resolution:

- **paperless** ensuring information is available on-screen in seconds
- **state-of-the-art desktop hardware** with the latest in processing power and maximum memory capacity
- **Windows Phone, Android, MacBook, iPad & iPhone hardware** for duplicating issues and testing fixes
- **dual-monitor configuration** with large monitors allowing for multiple applications to be on-screen at once
- the **latest Microsoft Windows & Office** workstation software
- the **latest Windows Server & Exchange** Server software
- **Alert-IT Management Software** that provides visibility of entire support base and enables proactive managed services
- **direct remote access** to all Support-IT clients' networks, servers and workstations
- **Remote Support Portal** for web based direct access to end users
- client-focused **ITIL compliant Service Management** software complete with personalised and automated updated e-mails
- **Online Service Desk** web-portal allowing clients to raise incidents online
- **fully-indexed and searchable** network and Service Managements software
- Intranet with links to Support-IT client locations
- full client network information stored under heavy network and encryption security
- virtualisation software on both desktop and test server systems to allow any configuration to be re-created
- Mobile 'hotline' for consultants in the field that require support
- switchboard routing only Service calls to the Service Desk team

1.1.2. Procurement

Over the years, Raycon has built a strong relationship with the premiere distributors in the UK and Europe by consistently showing business growth. From a financial management perspective, we have treated our suppliers as we would wish to be treated which has not only given us an A1 credit-line but also provided us with access to excellent discounts across the board.

We have always worked only with Tier-1 partners that provide real-time stock and availability through their channel-only secure websites. We also insist on being able to order online which, through e-mail confirmations and tracking numbers, has enabled us to create a network of suppliers that can be 100% relied on to deliver next-day (as early as 08:30) anywhere in the UK (or internationally). The automated nature of this system means that mistakes are almost non-existent and clients can be confident that when we say we can deliver, we always will.

We are able to source common and obscure hardware and software from our preferred supplier list almost instantly. If our Tier-1 suppliers don't have items in stock, we have a long list of Tier-2 suppliers who we can use to provide proprietary or specialist parts, all offering stock information and ordering facilities through their secure websites.

1.1.3. Project Management

Raycon has successfully delivered over 1,500 projects since inception; this is partly due to our rock-solid Procurement process and a significant part due to our team of Consultants, but the 'glue' that holds these critical components together is our Project Management role. From the moment that an order is placed, a Project Manager is assigned to oversee the successful deployment of the client's chosen solution and is in regular contact every step of the way. The Project Manager will advise the client of parts and Consultant delivery dates & times and also liaise with any third-parties that are involved in the project. For each project, a Project Document is created with full details of the work to be completed and sent securely to the Consultant's mobile device. Once the project is complete, the Consultant updates the document and sends it securely back to the Project Manager who verifies that the project has been delivered in accordance with the original order and that the client is completely satisfied with the results.

1.1.4. Consultants

The Consultants are the face of Raycon; visiting our clients as part of regular onsite-time or to deliver specific projects and consultancy. These highly-technical and experience individuals also have excellent communication skills that enable them to understand business and user requirements and explain, in non-technical terms, the options and implications of specific system configurations and the benefits that computer-based processes will bring.

Maintaining our paperless systems and investment in technology, all consultants have Smart Phones which keeps them in constant voice, e-mail, SMS and Instant Messenger contact with the office. These amazing mini-laptops are used to receive and edit Project Documents which can then be sent directly (and securely) back to the Raycon core network. This ensures that the Project Manager has the Consultant's report the same-day and can address any further issues or questions the following day with all of the latest information at-hand.

1.2. Sales & Solutions Team

The Sales & Solutions Professionals are technically experienced and have acute business awareness. Taking a consultative approach, the Sales & Solutions Professional asks focused and pertinent questions to build up a clear picture of the business drivers for any proposed changes. An in-depth knowledge of the variety of different hardware and software solutions available in the market, coupled with an understanding of business requirements that each satisfies, the Sales & Solutions Professionals are perfectly poised to recommend the right solution every time.

This is only truly possible through strong client-knowledge so, aside from the personal relationship that our Sales & Solutions Professionals enjoy with client contacts, full historic client activity records are available in seconds using Raycon's sophisticated core network. This allows the Sales & Solutions Professionals to review current configurations and ensure that the new solution will fit perfectly.

1.3. Partners

At Raycon, we partner with leading manufacturers within the industry to ensure that we remain at the forefront of technical trends and receive the most up-to-date training.

Raycon has held the status of Microsoft Gold Certified Partner for years; this is the highest certification a partner can achieve with Microsoft and is a reflection of our long-term commitment to Microsoft solutions and the capability of our staff to specify and deliver them. We also have partnership status with Apple, HP, Cisco and a number of other vendors:



2. Support-IT Services

Below is a summary of our main Support-IT Services.

2.1. Phone-IT & Remote-IT

In order to get the most out of their computing experience, it is necessary for users to have an instant line of escalation for any usage queries that arise throughout the course of their work. Whilst there may be some internal resource that can assist, all too often this takes that person away from their core role.

Raycon has built a fantastic team of experienced Service Desk Specialists. The Service Desk Specialists have a variety of experience and skill sets which allows the Service Desk as a whole to offer advice on a very wide range of hardware and software issues.

The Phone-IT & Remote-IT service provides clients with unlimited telephone and remote support Monday-Friday between 08:30 and 18:30 (with extended and 24-hour cover available) and offers a 1-hour response. This means that, within an hour of raising a Service Incident, a user will be contacted by a highly-skilled, technical specialist who will be able to start the troubleshooting process immediately and, hopefully, reach resolution soon after.

In the case of a loss of Internet or firewall connectivity, a Service Incident will be investigated by phone but, where possible, Service Desk Specialists will initiate virtual access to the computer terminal.

As well as troubleshooting, Remote-IT can be used as an education aid to help clients learn standard tasks and become familiar with new systems or software.

Naturally security is of primary importance; Remote-IT rights are locked to Raycon's Service Desk address (primary location and Disaster Recovery site) or to unique session ID. Actual information is held under strict network and file security with access passwords changed regularly. Actual Remote-IT sessions are encrypted by default.

A key statistic to note is that the Service Desk resolves approximately 95% of Service Incidents remotely. Sometimes it is not possible to resolve an incident remotely, either because:

- hardware is faulty
- the task is too complex
- the requirement is for installation/configuration rather than fault-resolution

In this scenario, there are a variety of onsite options with responses as quick as 2 hours that will bring the client back to service in the shortest possible time.

Phone-IT & Remote-IT is offered for an investment of £ 210 per computer, per year.

2.2. Consult-IT

Consult-IT is essentially a method of budgeting for IT investments that are inevitably required on a random basis or planned basis. It not only offers considerable savings but also eliminates unexpected bills.

Desktop Consult-IT time can be used in 1-hour blocks to investigate problems remotely (on computers that are not covered by Phone-IT & Remote-IT) and to resolve faults onsite that cannot be resolved remotely. The time can also be used for desktop and remote integration projects.

The volume-linked charging structure is such that, the more time a client anticipates requiring, the greater the discount. After discussing a client's plan for the forthcoming year and analysing historical data, Raycon will recommend an appropriate allocation of Consult-IT time based on requirements. This allocation doesn't expire so it remains as a block of time that can be used as and when required without additional charge. If a client uses its allocation of Consult-IT time, the account can be topped-up, qualifying for additional discounts.

Desktop Consult-IT is offered with an initial 1% discount at £ 495 per day with further discounts of up to 25% based on commitment-level.

Dependant on the response required Consult-IT hours would be deducted at the following rate:

Desktop/Server Consult-IT Deductions		
Service Level	Response Deduction	Hourly Deduction
3-Day	None	Hourly (no minimum)
Next Day	1 Hour (1st Hour Onsite Included)	Hourly
4-Hour	2 Hours (1st Hour Onsite Included)	Hourly
2-Hour	3 Hours (1st Hour Onsite Included)	Hourly

2.3. Response-IT

The alternative to pre-paid Consult-IT is for Raycon to respond on a purely fee based basis as follows:

Desktop Response-IT Fees		
Service Level	Response Fee	Hourly Rate
3-Day	None	£ 65 (minimum two hours)
Next Day	£ 130 (1st Hour Onsite Included)	£ 65 Thereafter
4-Hour	£ 195 (1st Hour Onsite Included)	£ 65 Thereafter
2-Hour	£ 260 (1st Hour Onsite Included)	£ 65 Thereafter

Server Response-IT Fees		
Service Level	Response Fee	Hourly Rate
3-Day	None	£ 90 (minimum two hours)
Next Day	£ 180 (1st Hour Onsite Included)	£ 90 Thereafter
4-Hour	£ 270 (1st Hour Onsite Included)	£ 90 Thereafter
2-Hour	£ 360 (1st Hour Onsite Included)	£ 90 Thereafter

3. Other Raycon Services

Systems Supply

- Servers & workstations
- Software
- Peripherals & upgrades
- Network hardware and software
- Firewall and security systems
- Installation and integration

Disaster Recovery & Off Site Backup

- Disaster recovery (DR) solutions
- Secure offsite data storage
- 24x7 online restore ability
- Complete / incremental backups
- Individual file and email retrieval
- High 256 Bit encryption
- Multiple restore points/local cache

Office Relocation

- Decommissioning of all IT equipment
- Labelling & packing of IT equipment
- Relocation of all equipment
- Fully qualified IT removals team
- Transportation
- Re-commissioning of all equipment and testing
- Project management

Cat5e/6 Office cabling

- Structured category 5e & 6 warranted cabling solutions
- Fibre optic cabling
- Cable management services
- Testing and re-cabling services
- Office expansions and migration
- Commission and acceptance testing

Hosted VoIP

- Single and Multi-User
- Fax to Email
- Voice to Text
- International Numbers
- Keep your numbers

Collocation & Hosting

- Secure collocation facilities
- 24x7 availability
- Half and Full Cabinets
- Direct internet access
- Ethernet and fibre IP provision
- 24 x 7 administration and security

Internet Access

- ADSL service.
- EFM Service
- Leased lines & private circuits

Digital Print and Copy

- Digital Multi Function Devices
- Digital printers, scanners and photocopiers
- Support and Maintenance

4. Some of Raycon Clients



The Honourable Society of Gray's Inn



Housing Justice

