

Okehampton Town Council
Policy & Resources Meeting 16th August 2021
Meeting Report

Date:	4 th August 2021
Name:	Emma James
Subject:	Meeting Report

4. IT Support Package – To consider an alternative option offered by the IT Contractor

The company who provides the Council's IT support have offered an alternative package to that currently used.

Existing Package

The existing Bronze Support Package is paid for by way of the purchase of 50 units of time, when these are used another 50 units are purchased. It covers telephone, remote and onsite support charged by unit which is based on time.

This package does not include the regular checking of the status of the Council's Nasboxes (servers). The additional cost p/annum is £405 (bi-monthly checks) or £680 (monthly checks).

Fixed Fee Support

This package has been offered as an alternative and includes:

- Unlimited telephone and remote IT support
- Unlimited onsite IT support
- Unrestricted hardware and software IT support
- Monthly checking of the Nasboxes

Costs

Under the Bronze Support Package each block of 50 units costs £720. Over the last two years, since the new IT system was installed, the Council has spent an average of £2,300 on IT support each year.

This is partly due to the initial period of settling into the new system, followed by the pandemic and move to working from home which incurred additional time for the setting up of the computers to enable remote access to the Council's files. Each time a Councillor leaves or joins, this also uses blocks of time to enable the setting up and removal of their emails. All of this would be incorporated with the Fixed Fee Support package.

Cost comparison:

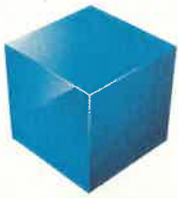
	Bronze Support	Fixed Fee Support
Annual cost	£2,300*	£1,950
Server regular monthly checks	£ 680**	£ 0
Total	£2,980	£1,950

* Average over last two years

** Not currently undertaken

Recommendation

That the Council resolve to approve the Fixed Fee Support package for which there would be a saving of around £350 p/annum, as existing, or £1,030 if the server checks were initiated. Any remaining units of time would be credited to the new package.



FULLY MANAGED IT SUPPORT



Fully Managed IT Support

Our fully managed IT support service delivers unlimited remote IT support and engineer's onsite when required, plus proactive monitoring all at a fixed price.

With fully managed IT support we offer much more value than just fixing IT problems. We work closely with our customers to fully understand their business and provide the right technology solutions that meet their needs.

We provide unlimited support, where our IT helpdesk are always on-hand to resolve any IT problems to ensure that your business can continue to work. Our support is delivered by a highly trained and dedicated team of engineers that are able to communicate effectively with individuals at all levels of technical understanding.

We optimise your entire IT infrastructure so that it performs efficiently and as a result, we also work pro-actively, to ensure that your network performs effectively to minimise any disruption to your network by preventing problems before they arise. We invest in tools that proactively monitor your network and systems; they will highlight any potential issues enabling us to intervene before a small problem escalates into a major one.

Our server status reports are also included within our fully managed IT support contract, they provide a thorough check of your server infrastructure designed to highlight any potential issues before they occur.

We support our customers overall IT requirements, by managing day-to-day services, providing long-term advice and delivering exceptional value in one complete IT solution. We consider ourselves part of your team, at the core of your business ensuring that your IT network is taken care of so that you can focus on growing your business.

Why should you switch to fully managed IT Support?

Fixed IT support costs

With your IT support costs fixed for the year it makes it easier to predict and control your company's IT budget. You never have to worry about the expense of repairing a network or PC problem, as these services are provided to you within your fixed fee support contract.

Lower IT support costs

With unlimited support based on the number of servers and/or PCs you have, your fixed yearly cost can save on your usual IT support expenditure.

Reduced costly downtime

Chances are, we will prevent major network issues from happening in the first place. With server status reports that we run on a monthly basis, we can catch many of the problems before they interrupt your service, meaning that any downtime can be prevented.

Our dedicated team are always on hand

We support your entire network and resolve any major system failures so it is in our interest to ensure your network is performing efficiently. Our dedicated team are always here on hand to assist your business with any IT needs or queries. We pride ourselves on our customer service and always ensure that we deliver high-quality and efficient IT consulting and support.



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FULLY MANAGED IT SUPPORT

Server Status Reports

As part of our support packages we provide Server Status Reports (SSRs). Carried out either on a monthly or bi-monthly basis, an engineer will remote access your server and run through a 16 point check list to ensure the server and network is fully functional.

Our SSR's are designed to highlight any potential areas of failure that could occur, so that we can prevent them in advance and therefore provide better business continuity.

The results of the check are submitted in a report, clearly showing the status of the network and detailing our recommendations.

The report covers areas such as:

- Storage, memory and CPU
- Event logs and Backup
- Software updates and service packs

Critical Out of Hours Service

Our Critical Out of Hours Service offers extended hours of support between the hours of 7:00am to 11:00pm Monday to Sunday, Bank Holidays 8:30am till 10pm.

OUT OF HOURS SERVICE

Our critical out of hours services contract includes a guaranteed 2 hour response time. Initially a support call will be dealt with over the phone or by remote access and then onsite if required.

The initial response to any call will incur a charge of 5 units. All engineers time will be charged at double time (double units).

This contract is to be used for critical issues only.

We also offer a critical out of hours Lite service that provides out of hours support with no annual fee and you only pay for when you use it.

We provide a separate out of hours number that will redirect to the next available engineer and covers Monday to Friday, 5:00pm to 11:00pm. Saturday, Sunday and English bank holidays, 8:30am to 10:00pm with a 4 hour response time.

The initial response to any call will incur a charge of £100 + VAT. All engineers time is then charged at double time (£156 + VAT per hour, with a minimum charge of 30 minutes).

About Us

Directors of AME Steve Westaway and Simon House formed AME Solutions in 2005. Both have over 20 years of experience in their chosen specialisms within the IT industry and they collaborated to form AME Solutions to deliver high quality IT solutions and support on time and budget.

We are based in the south west of the UK in the cathedral city of Exeter, Devon. Our office and training suite is based in Wear House, within the grounds of Exeter Golf and Country Club. The ancient Wear Park dates back to the 13th century.

We provide IT solutions, support, services and training to organisations of all sizes that require an IT support company to be at the core of their business. We have an established team of experienced and dedicated IT professionals, that specialise in delivering a source of advice you can trust. We understand the challenges that businesses face and we have the knowledge and experience to provide IT solutions that can address these issues.

We operate throughout the UK and Europe, providing industry-leading IT support, services and solutions to customers spanning multiple industry sectors including the SME sector, Government, Charities, educational institutions, larger organisations and the NHS.

AME'S Mission Statement

At AME Solutions we pride ourselves on providing quality IT solutions and training with a personal, friendly approach.

We endeavour to provide the services and solutions to the level of a national company with the personal service and support of a local company.

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