

Total Managed Services (TMS)

Smarter IT Outsourcing

Our framework for delivering managed IT services provides an adaptable solution, which is scalable to suit your needs. We can offer variable or fixed cost solutions with a range of services and deliverables that integrate with your existing IT resources.

RDA's Total Managed Services (TMS) ensure that the IT infrastructure supports the business goals and objectives, and allows your organisation to concentrate on your own core business activities.

When using RDA Group's Total Managed Services, you can leverage our specialist skills across all areas of your infrastructure. TMS outsourcing options give you flexibility - just like you would if you employed internal IT personnel (but at a fraction of the cost), you choose the way your IT should be managed and maintained when you outsource to us.

“When you outsource your IT requirements to RDA Group, you allow your organisation the time to concentrate on your own core business activities.”

“RDA Group can design a services suite that matches your business needs, delivering professional level services to fill the gaps with your existing IT resources.”



Fixed or Variable Cost - it's your choice

We understand that every business is unique with different IT requirements. RDA Group work closely with your business to tailor the Total Managed Services suite to provide a costing model that gives greater control over your IT outsourcing spend. Whilst many clients benefit from choosing a fixed costing model, giving them the security in knowing that they can budget for operational expenses and better control their cash flow, others prefer to be more flexible and therefore choose the variable costing method.



Key elements in RDA's Total Managed Services

Onsite Technical Support Services

The key to a successful support contract is professional, skilled and personal onsite service. Our highly certified engineers and consultants can visit your business and perform services as required. This can either be an ad-hoc or scheduled arrangement. In reactive situations the appropriately skilled engineer or consultant is assigned to ensure timely, efficient and effective resolution be achieved.

Remote Technical Support Services

Not all incidents or service requests need to be addressed onsite. In many cases our engineers and consultants can find a solution to the issue remotely, enabling a faster response time. A remotely managed component of the TMS provides a cost effective mechanism to address high level incidents and service requests, which in the majority of cases results in a more rapid resolution. However, if the need arises the engineer or consultant can escalate the issue to an onsite service and facilitate a resolution as quickly as possible.

“RDA Group’s Service Level Agreements aim to provide you with options and flexibility. We recognise that every business is different and therefore requires a different level of support and follow up service. If appropriate to you, you can even choose to include the VIP service within your organisation’s Service Level Agreement.”

Pro-active Network Maintenance and Performance Management

Beyond our technical support services, which are primarily reactive to incidents and service requests, RDA Group offer Pro-Active Network Maintenance and Performance Management services to our clients, in order to identify areas of concern before they become an issue.

These services can be either onsite, remote, automated or a combination of all three. This also provides you with the benefits of preventative maintenance, trend analysis and performance reporting, which subsequently assists with your strategic planning, risk analysis and infrastructure development.

Regular scheduled visits (onsite and remote) enable RDA’s engineers and consultants to identify potential issues that may occur and take preventative action and collection of performance metrics that form the basis of the PNMP reporting.

RDA clients who include pro-active services as an element in their managed service suite receive scheduled reporting, which forms a part of the Service Delivery Management process.

Some of the elements of this report include:

- **Network Performance** - critical parameters such as traffic rate, error and discard rate
- **Server Performance** - server events and outages, service disruptions, bandwidth, CPU and RAM utilisation to analyse load and performance metrics
- **Application and Services** - monitor and report on applications and services such as Exchange, SQL, Web, FTP
- **Information Storage Management** - monitor and report on capacity, storage distribution and backup logs
- **Security** - anti-virus deployment on clients, definition update and potential threats

Service Level Agreements (SLA)

Not all organisations have the same level of requirements for their IT infrastructure and in turn need differing levels of service. RDA Group offer an extension to the TMS program to incorporate increased response times and ultimately give you the flexibility to select the SLA which is appropriate for your business needs.

Our Service Level Agreement options are:

- **Platinum** - response time of 1 hour
- **Gold** - response time of 2 hours
- **Silver** - response time of 4 hours

In addition to the SLA’s above, our Gold and Silver SLA includes a proportion of users being given VIP support services (normally reserved for key stakeholders). The VIP status entitles the user to receive the next level of SLA - for instance, if you currently have Silver, you would have your service level increased to Gold.

The VIP Program is available on Service Desk, Helpdesk and all services included within a TMS contract.