

Support Services to Local Government



What is it

A Meritec Managed Service is an effective way of obtaining support for your operational IT systems to allow internal IT staff the freedom to concentrate on higher value developments and new implementations. It is a proven way of supplementing in-house IT capacity and skills.

Meritec maintains your systems to make sure they are kept in good shape, remain reliable and provide good performance. All you have to do is switch them on and use them - leave the rest to us.

For any Local Authority to deliver quality services they are dependent on efficient and effective IT systems. Implementing these is one thing, running and supporting them thereafter is quite another. Meritec are specialists in Local Government systems and support, enabling you to concentrate on your core business safe in the knowledge that your IT is in capable hands.

The cost of the Service is known from the outset. Consequently, it enables fixed costs and prevents against sudden, unwanted surprises. The Service can include the provision of hardware, software and indeed anything required to run your systems - thus avoiding or reducing the need for the Authority to incur capital expenditure. Hardware refresh, to keep your systems modern and up to date, can also be included, and charges for the Service can be based on regular payments or on usage.

What it isn't

It is not an outsource.

Why you might want one



To:

- Enable the Authority to focus on mainstream business
- Avoid distraction of supporting back-office functions
- Reduce pressure on overstretched IT resources
- Know your (containable) costs
- Reduce capital expenditure
- Avoid technology obsolescence
- Keep systems, processes and technologies up to date
- Reduce costs
- Improve IT services to staff and customers
- Improve performance and reduce risk
- Facilitate software and hardware supplier independence
- Provide access to a broad range of IT skills and experience

**Dedicated ITIL
compliant Service
Desk**

**Qualified
consultants
experienced at
Support delivery**

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Meritec Limited

Why Meritec

Because Meritec is a proven, reliable and highly respected supplier to many Local Authorities. You don't need to take our word for it, ask them – reference and case study information is readily available.

Our Services have helped many Authorities to leverage maximum return from their IT systems. This requires sound integration between the systems, processes and people involved in the delivery of the Authority's Services, and it is Meritec's specialism in these disciplines that can underpin successful achievement of your objectives.

How it works

It is very simple. We will agree with you the type and levels of Service you require. This will be specified in a Service Level Agreement (SLA) which both parties then sign up to. Unlike some SLAs, the Meritec SLA is not designed or used as a means of introducing additional charges under "Change Control". Quite the opposite – it is designed to provide a clear description of who does what, how and when, so everyone has a shared and common understanding of their responsibilities and objectives.

The Service is then implemented and users place calls on the ServicePoint (the Meritec Help Desk). Our highly skilled service support staff then manage all calls through to closure.

The Authority pays for the Service through the options mentioned above.

What the SLA is

The SLA defines the service(s) that Meritec will provide and the service levels at which we will deliver them. At the Authority's discretion the SLA can include rewards (payable to Meritec for over performance) and/or penalties (chargeable to Meritec for under performance) against pre-agreed standards. It contains a definition of the service(s) to be provided, any agreed constraints, service(s) scope and boundaries, volumes and charges.

Other Meritec Services

This is just one of the services available to Local Authorities from Meritec. We also offer the following services:

- Systems Hosting
- Project Management
- New Systems Procurement
- Systems Implementation and Support
- Housing Benefit and Local Taxation Consultancy
- People Development and Training

For further information on the range of professional services offered by Meritec please visit www.meritec.co.uk or email servicepoint@meritec.co.uk.



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