

Merits Service

Flexible and Affordable IT Help



What is it?

- It is a flexible, pragmatic and economic way to acquire IT technical support, consultancy and project resources.
- It is a draw-down process for IT skills – use only as you need.
- It is a scheme that allows remote support to be called off in half hourly units, or site visits by arrangement.

When might I benefit from it?

- To provide skills capacity to cover for staff holidays, sickness and unexpected absences.
- For the provision of additional resources at times of peak workload.
- **System Support** - when application or system specialists are needed to provide a maintenance package or a managed service.
- **Legacy Maintenance** - when older systems need to be supported, or hosted, while staff implement the new, replacement applications.
- **Planning and Initiating** - when strategic Change Management and Performance Improvement Plans need to be developed.
- **Procuring** - when replacement systems need to be selected, assessed and purchased at best value.
- **Implementing** – when the integration of new systems into the infrastructure needs to be project managed, and data needs to be converted and migrated.
- **Testing and Training** - when the Authority has either long or short term shortages in resources or skills.
- **Improving Performance** - when Departments want to get the best out of their staff and their new systems.

So easy to use

A simple and straightforward request mechanism using the Meritec ServicePoint Help Desk.

How it works

Prior to the start of the service one of our Account Managers will visit your site for a service start up meeting. This gives you the opportunity to plan the most effective use of Merit Days during the contract.

Merit Days are drawn down over the period of the contract, these days can be used for on-site and remote support. Additional days can be purchased at any time during the contract.

At the end of each 6 month period you have the option of a visit and Service Review from your Meritec Account Manager in order to discuss previous delivery against the contract and to plan further call off. These meetings will also be used to keep you fully up to date with Meritec Services for which the Merits Days may be used.

Please see over for examples of services and skills available under the scheme. This is not exhaustive so please contact us if you have any requirements not specifically stated.

For further information on the range of professional services offered by Meritec please do not hesitate to contact us or visit our website.

Meritec is proud to be an ISO27001 accredited company. We have been working with Local Government for over 14 years and have many satisfied customers that would be happy to provide references as to the high level of service we provide.

A Merits Service from Meritec can cost as little as £3500 for 5 Merit days.

A reduced rate is applied to purchases of 10 or more days.

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Examples of Services and Support available under the Scheme

<p><i>Business Applications</i></p> <ul style="list-style-type: none"> Revenues and Benefits Housing Finance & Ledger Document Management & Workflow CRM Social Services HR/ Payroll Income & Cash Management Fraud DIP/ Workflow 	<p><i>Software Providers</i></p> <ul style="list-style-type: none"> Anite Northgate/ SX3 Capita/ Academy IBS Comino Agresso Radius Civica In-house applications Oracle Midland HR 	<p><i>Technologies and Platforms</i></p> <ul style="list-style-type: none"> MS Windows/ Exchange MS Online Services MS Server & Virtualisation MS Office MS SharePoint VMWare Blackberry Enterprise Server (BES) Oracle SQL Server UNIX Ingres Citrix Internet/ Intranet (various) VME Application Master COBOL IDMSX, TPMSX, DDS 	<p><i>Development, Scripts and Queries</i></p> <ul style="list-style-type: none"> ASP.NET (including MVC) SharePoint PHP Java Classic ASP HTML CSS JavaScript (including libraries e.g. JQuery) VB C# VBScript PowerShell Crystal Reports Querymaster
<p><i>Skills and Services</i></p>			
<p><i>Technical</i></p> <ul style="list-style-type: none"> Support & Consultancy Bespoke Web & Application Development & Support Secure Web Hosting & web server support (IIS, Apache etc.) Secure Application Hosting Systems Analysis and specification Database Analysis/ Design/ Development/ Support Data Migration/ Conversion Application Interfacing & Integration Microsoft/ Oracle Partners Short/ Medium Term Cover for Absence/ Leave Penetration Testing/ Security Services 		<p><i>Projects/ Business</i></p> <ul style="list-style-type: none"> Project & Programme Management, Assurance & Audit PRINCE2 Practitioners Business Analysis & Project Consultancy Business Process Analysis & Change Disaster Contingency Planning/ Recovery Support Testing Strategies & Plans Tenders – SOR, ITT, Assessment, Marking etc. Information Security 	