



Everything your business needs,  
where you need it, when you need it.

Business Systems Group

## Technical Assurance Programme (TAP)

# Overview

Business Systems Group / Part of the Advanced Computer Software PLC Group



## The Service

### TAP - The IT resource when you need it most.

BSG's Technical Assurance Programme (TAP) offers access on a needs only basis to the IT expertise that has evolved at BSG since 1987.

Hiring in reliable and technically competent expertise at short notice can expose businesses to a minefield of problems and is only ever available at a premium. TAP provides a remedy to this situation by offering access to BSG's comprehensive portfolio of product based skills, delivered against pre-defined service levels at a highly competitive fixed price.

### How to use TAP

BSG's Technical Assurance Programme (TAP) is designed to fill the gap in your organisations technical resources.

**Design** - IT functions evolve, which means that legacy systems have to be removed and existing systems need to be integrated with the new. Identifying the most suitable hardware and solutions can be an expensive decision for organisations. TAP provides access to a range of experienced technology independent consultants able to guide you through the change.

**Deployment** - From time to time, every organisation's IT department needs to double or treble overnight. It might be to move office, roll out new infrastructure or deploy a wireless LAN. You can call on TAP to provide these resources when you need them most.

**Operate** - All organisations have a range of mission critical IT functions. Many require a permanent hardware break / fix contract or application SLA. But in some cases this is simply not practical; the IT function may be very reliable making it impossible to justify the in-house resource or the contract break / fix and SLA may simply not be affordable. TAP provides the resource when you need it most. When these IT functions go wrong a business can grind to a halt with costly implications, both in terms of system down-time and the cost and time spent in finding the right resource to get the business up and running again. TAP provides peace of mind through guaranteed access to the technical resource you need to resolve these issues.

BSG's unique Technical Assurance Programme (TAP) effectively increases the size of our clients' IT team by up to 100 highly experienced and skilled staff. TAP provides cost effective and flexible access to the wide range of technical resources available from BSG, providing our clients with peace of mind from the technical assurance they have at their command.

- TAP credits are valid for a period of one year from the date of purchase.
- TAP requests are logged either via the BSG Service Desk or through the TAP Portal
- Where a resource is required outside the M25, reasonable travelling time and expenses will be charged. These will be agreed in advance with the customer.
- The Service Level for onsite visits may be impacted if the location of the customer site is outside the M25. Any impact will be agreed in advance with the customer

## There are currently five levels of service available under TAP:

### Architect

Architecture services provide complete solution design, allowing customers direct access to the highest skill sets available within BSG on an ad hoc basis. Typically Architects are involved in technical design and planning activities across multiple technologies and provide high level technical architectures for the most complex environments. Architects can also be engaged to undertake reviews of internal architecture documents and to offer strategic advice to customers on a regular or ad hoc basis. Architects are typically involved in the design and planning phases of a project and can be used during initial workshops or discussions to bring additional expertise to this element of a project.

### Consultancy & Project Management

Consultancy services are available to allow customers access to specialist technical knowledge within specific technologies. The Consultancy services are generally used for design within single technology streams and also act as the ultimate escalation point for issue resolution from Technology Specialists. Project Management services are available to assist in the definition of projects or as additional delivery resource within projects that have already been initiated. Both Consultancy and Project Management Services can also be engaged to act as external auditors of internal projects and to provide technical and project governance if required.

### Technology Specialist

Technology Specialists are available for the resolution of networking, server applications and complex operating systems support across the products encompassed by TAP. Technology Specialists can also be engaged to undertake installations of operating systems and applications and for regular health checks and reviews of customer environments.

### Systems Engineer

Systems Engineers are available for the support of hardware issues for storage hardware and non-wintel based server environments. Systems Engineers are also available to address desktop operating systems, server side administrative tasks and basic server operating system issues. Systems Engineers are available either by telephone or through an on-site visit as required. Many customers schedule regular visits from Systems Engineers to review and administer their systems and to ensure that any outstanding issues are dealt with conclusively.

### Hardware Engineer

Hardware Engineers are available for general hardware support for desktops, printers and wintel based server environments. Hardware Engineers can also be used to provide hardware builds for new equipment and well as basic hardware deployment activities. This level of service also provides access to the BSG Service Desk for call handling and basic administrative tasks.



DESIGN



DEPLOY



OPERATE



IMPROVE

## The scope of expertise encompasses the following areas:

### Hardware Support

Installation, configuration, support, troubleshooting and vendor independent purchasing advice.

- HP servers and desktops
- HP storage area networks (EVA, MSA)
- HP printers
- IBM eServer System x servers
- Sun workstations, servers and storage

### Communication & Network Infrastructure

Installation, configuration, support, troubleshooting and vendor independent purchasing advice.

- Cisco switch and routing technology
- Cisco wireless networks
- WAN Design and Configuration
- VPN Design and Configuration
- Domain Name Registrations

### Network Analysis & Troubleshooting

Installation, configuration, use and troubleshooting

- Packet level inspection for WANs, LANs and wireless networks
- Asset audit software

### Operating Systems and Virtualisation

Installation, configuration, support, domain user account administration, troubleshooting and vendor independent purchasing advice.

- Windows 2000 / XP / Vista Desktop
- Windows 2000 / 2003 / 2008 Server
- Microsoft Active Directory 2000/2003/2008
- Linux – Redhat, Suse
- Sun Solaris 7 - 10
- HP UX
- IBM AIX
- VMware ESX Server
- Microsoft Virtual Server

### Security

Installation, configuration, support, troubleshooting and vendor independent purchasing advice.

- Network Associates' Total Virus Defence
- Checkpoint Firewall
- Cisco Pix/ASA Firewall
- RSA SecureID servers
- MIMESweeper
- Microsoft ISA Server

### Business Continuity

Installation, configuration, support, use and troubleshooting.

- Symantec Backup Exec
- Symantec NetBackup
- Windows clustering
- Sun clustering
- SAN clustering
- Evault
- HACMP

### Messaging and Collaboration Solutions

Installation, configuration, support, troubleshooting and vendor independent purchasing advice.

- Microsoft Exchange 2000/2003/2007
- Symantec Enterprise Vault Archiving - *Consultant only*
- Microsoft Windows Mobile Messaging - *Consultant only*

### Systems Management and Software Delivery Solutions

Installation, configuration, support, troubleshooting and vendor independent purchasing advice.

- Microsoft Systems Management Server 2003 - *Consultant only*
- Citrix Presentation Server 3, 4, 4.5
- Microsoft Systems Centre Operations Manager 2007 - *Consultant only*
- Microsoft Systems Centre Configuration Manager 2007 - *Consultant only*
- Microsoft WSUS

### Project Management

Methodology and best practice

- PRINCE II

### Design

Consultancy, Design, Development and Production.

- Online branding
- Web design
- Flash scripting, animation and presentations
- Design for print
- Exhibition stand design
- Advertising and marketing material

## How will your business benefit?

TAP can reduce the costs and limit the risks of supporting and managing increasingly complex networks. Additionally, there are a multitude of tangible business advantages to be gained:

- Access to IT Industry experts offering guaranteed response within defined service levels;
- Access to experts when NEEDED;
- Availability of IT skills that augment the limits of your organisation's capability;
- High availability of all skills charged on a per-usage basis;
- Free up your valuable resources so that you can focus on core business operations;
- Work with a partner who will grow to understand your business and its development and can transpose evolving business requirements into the latest technological solutions;
- A responsive business partner that will expertly design, develop, deliver and manage a technical solution in its entirety and actively coordinate all the relevant skills;
- Reduce the cost of employing high level support specialists;

## Complementary Services

BSG's Hardware, Software and Network Support Services can easily be integrated with BSG's other services to form a wider solution to your needs. These services include Technology Strategy, Systems Integration, Infrastructure Services, Managed Hosting, Outsourcing and Training.

## How does TAP pricing work?

Under the TAP scheme, a customer purchases a number of credits in advance for a 12 month period. When a TAP resource is required, the customer logs a request within the TAP online portal or via the BSG Service Desk, which will be received by an experienced customer liaison operator who will then manage, co-ordinate and track the service that BSG delivers in its entirety. Combined TAP credits are deducted as payment dependent on the resource and service level described in the pricing table and explained below.

Service Level - The service level defines in what period of time we will respond to your TAP call. The service level is available within normal working hours (Mon-Fri 9-5). TAP Service Levels are also available for out of hours, Saturday, Sunday and Bank Holidays with prior agreement. Customers can view their TAP Credit usage online at anytime, enabling them to budget for the year ahead.

**TAP pricing - One credit is valued at £20. Credits are purchased in blocks of 150 (£3,000)**

**All pricing and terms in this document are valid until 31st March 2009.**

**All TAP contracts are subject to BSG's Terms and Conditions.**

Resource	Service Level	Standard Rate Card Daily Charge	NO OF CREDITS		
			Mon - Fri (09:00- 17:00)	Sat (00:00 - 23:59) Mon - Fri (17:00 - 09:00)	Sun (00:00 - 23:59) Statutory Holidays
<b>Architecture</b>		<b>£1,225</b>			
Daily Rate	5 Business Days		49	63	77
Halfday Rate	5 Business Days		28	36	44
<b>Consultancy and PM</b>		<b>£1,050</b>			
Daily Rate	5 Business Days		42	56	63
Halfday Rate	5 Business Days		24	32	36
<b>Technology Specialist</b>		<b>£875</b>			
Daily Rate	2 Business Days		35	42	56
Hourly Rate	2 Business Days		5	6	8
Telephone Support (per hour)	8 Hours		5	6	8
<b>Systems Engineer</b>		<b>£700</b>			
Daily Rate	2 Business Days		28	35	42
Hourly Rate	2 Business Days		4	5	6
Telephone Support (per hour)	8 Hours		4	5	6
<b>Hardware Engineer</b>		<b>£525</b>			
Daily Rate	8 Hours		21	28	35
Hourly Rate	4 Hours		3	4	5
Telephone Support (per hour)	2 Hours		3	4	5

## General Contact Information

BSG House  
226-236 City Road  
London EC1V 2TT

T: +44 (0)20 7880 8888 F: +44 (0)20 7390 8634 W: www.bsg.co.uk

## Next Steps

For further information on complementary services and BSG TAP, please contact your Account Manager or:

T: 020 7880 8888 and ask for details on BSG TAP

E: info@bsg.co.uk