SUPPORT SERVICES

Technology specialists providing your 3rd line support team via N3

Microsoft

- **Active Directory**
- **Exchange**
- **SharePoint**
- **Lync**
- **SQL Server**
- **ISA & ForeFront/TMG/UAG**
- **Windows XP/7/8/10**

Citrix

- **XenDesktop**
- **XenApp**
- **XenClient**
- **NetScaler**
- **Receiver**

VMware

- **vSphere**
- **vCloud Suite**
- **Fusion**
- **Horizon Mirage**
- **Horizon View**
- **Workstation**

For IT teams to remain aware of all potential issues and to maintain detailed knowledge of every product in the modern technology stack is a challenge. BDS provide a cost-effective channel for engaging support for the key infrastructure technologies from major vendors. Subscription to our **Flexi-Care** support provides telephone, email and remote support delivered by our dedicated support team plus on-call senior consultants who are there to oversee complex support issues and major incidents. BDS Solutions **Flexi-Care** support delivers:

- Immediate support for just £999, including sign-up and 10 support units
- Microsoft equivalent support at a fraction of the cost
- Cross-vendor support and management escalation to vendors
- Optional, fixed cost, 24x7 critical incident cover
- Easy top-up of support units that can be converted to project work if unused
- Per-minute billing, periodic statements and comprehensive account management
- ITIL-compliant Service desk with published Service Level Agreements
- Full NHS IGSoC compliance and dedicated N3 connection
- ISO9001:2008 accredited Quality Management Systems
- Over 18 years experience providing 1st/2nd/3rd line support to the NHS

BDS Solutions support over a hundred NHS organisations across the country delivering in excess of 5,000 support hours a year.

Sign up to our unique **Flexi-Care** Support at minimal cost to take full advantage of the complete range of BDS support , and top-up when necessary.

"BDS Solutions provide our Trust with a robust and cost effective 24x7 solution for its IT support. A professional approach, together with their in depth technical knowledge and expertise has continued to ensure a stable and effective IT platform for the Trust's users throughout a 6 year support partnership."

**Operations Manager
Lancashire Care NHS Foundation Trust**

For more information please contact BDS Solutions on **01884 33440** or visit **bds-solutions.co.uk**

Microsoft Partner
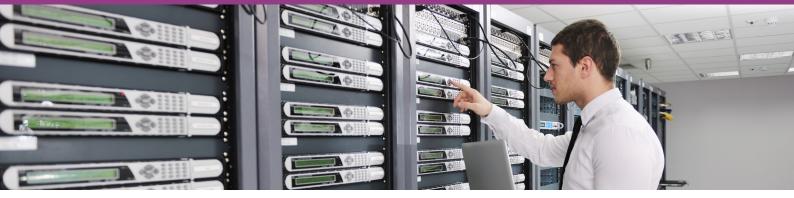Gold Datacenter
Silver Identity and Access
Silver Devices and Deployment
Silver Application Development
Silver Data Platform
Silver Hosting

veeam propartner

vmware PARTNER
ENTERPRISE SOLUTION PROVIDER

CITRIX PARTNER
Silver Solution Advisor

DELL REGISTERED PARTNER

ISO 9001 SGS
UKAS MANAGEMENT SYSTEMS 005

01884 33440 | info@bds-solutions.co.uk

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Case Study: **North West Shared Infrastructure Services**

Model

Implemented by BDS, the North West SIS operate an Active Directory forest comprising of a dedicated root domain and organisational account domains. Supported by BDS, the root domain provides a method of promoting best-practice across the community. The account domain allow individual organisations to control their own user and computer resources. The service has grown successfully to underpin numerous collaborative initiatives and supports a mix of Hospitals, Mental Health Trusts, Local Agencies and Primary Care communities.

Management

The management of the forest is governed by a panel of representatives from the member organisations. The forum provides a focal point for sharing best practice and acts as the change control board for strategic development of the services within the forest. This includes a mature change control process administered and monitored by BDS Solutions providing co-ordination and technical assurance for the on-going development and expansion of the shared infrastructure.

Service Desk

The day-to-day operational support provided to the 9 Trusts comprising North West SIS is delivered via the BDS Service Desk. The team at BDS provide support for the critical infrastructure and network services. This includes working with network providers to ensure that physical networking is reflected within Active Directory sites and that messaging both within and out of the local network is secured and delivered successfully.

"BDS Solutions perform to a very high standard and demonstrate an excellent understanding of our requirements. Communication between BDS Solutions and the Trusts local IT teams is technically sound and conducted with the minimum of fuss."

North West SIS Programme Manager, Lancashire Teaching Hospitals

"I have been working with BDS for over 5 years and have been constantly impressed with their level of service which they provide. They have been flexible and accommodating in respect to support and I would without a hesitation recommend them to anyone."

IT Infrastructure Manager, Manchester Mental Health & Social Care NHS Trust

"BDS Solutions' approach, knowledge, expertise and sense of urgency to problem solving ensures that the Trust successfully services a stable and effective IT platform . Reassuringly, BDS Solutions' Service Desk has consistently delivered incident resolution within its published SLA's throughout our support partnership."

Head of IT Services - East Lancashire Hospitals NHS Trust

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BDS Solutions is a technology partner for NHS organisations throughout the country. BDS deliver, develop and support Microsoft, VMware, Citrix and Dell products together with associated 3rd party and in-house developed security and management software. BDS Solutions is ISO9001:2008 accredited, IGSoC compliant and provides dedicated service desk support for NHS organisations via N3.

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