Fusion Business Solutions

**Cloud On-going Support Services**

We have delivered truly enterprise-scale Cloud support services for multi-site/country organisations, both in the public sector and industry. Our service offer will scale to the complexity of your Cloud project requirements. We will take an integrated approach, working with you to make the most of any existing work and expertise.

**Features**

* Provides 1st,2nd and 3rd line support for Serivce Management solutions
* Tailored to match the scale of your Cloud service needs
* Proactive resource working on your behalf to deliver project benefits
* Certified BMC support personnel
* Security cleared resource to required level (BPSS, SC and DV)
* Service Level agreements that reflect your business needs
* Build in change days for minor customisation of configuration changes
* Monthly service reports detailing performance against SLA's
* BMC certified Support Personnel

**Benefits**

* Expert at supporting Cloud Solution within ITIL-compliant service management solutions
* Demonstrable success delivering services direct to the UK Public Sector
* We offer current best practice from broad industry customer base
* Largest BMC partner for design and product implementation in Europe
* Flexible and value for money service from focused UK SME
* Both on shore and off shore Support centres
* Covers both support and minor enhancements
* Manage the configuration of the cloud solution

**Pricing**

**£700 to £1,500 a person a day**

**Service documents**

* [Pricing document](https://assets.digitalmarketplace.service.gov.uk/g-cloud-12/documents/703244/734255468013968-pricing-document-2020-07-19-1314.pdf)

PDF

* [Skills Framework for the Information Age rate card](https://assets.digitalmarketplace.service.gov.uk/g-cloud-12/documents/703244/734255468013968-sfia-rate-card-2020-07-19-1314.pdf)

PDF

* [Service definition document](https://assets.digitalmarketplace.service.gov.uk/g-cloud-12/documents/703244/734255468013968-service-definition-document-2020-07-19-1313.pdf)

PDF

* [Terms and conditions](https://assets.digitalmarketplace.service.gov.uk/g-cloud-12/documents/703244/734255468013968-terms-and-conditions-2020-07-19-1313.pdf)

PDF

**Framework**

G-Cloud 12

**Service ID**

7 3 4 2 5 5 4 6 8 0 1 3 9 6 8

734255468013968

**Contact**

Fusion Business Solutions Michael Woods  
Telephone: 0208 814 6170  
[Email: michael.woods@fusion.co.uk](mailto:michael.woods@fusion.co.uk)

**Planning**

**Planning service**

No

**Training**

**Training service provided**

Yes

**How the training service works**

If required, we can provide training services. Please see our separate cloud service training description.

**Training is tied to specific services**

Yes

**Services the training service works with**

BMC and related products.

**Setup and migration**

**Setup or migration service available**

No

**Quality assurance and performance testing**

**Quality assurance and performance testing service**

Yes

**How the quality assurance and performance testing works**

Within our service we can tailor cloud service QA and performance management testing to meet customer's specific needs.

**Security testing**

**Security services**

No

**Ongoing support**

**Ongoing support service**

Yes

**Types of service supported**

* Buyer hosting or software
* Hosting or software provided by your organisation
* Hosting or software provided by a third-party organisation

**How the support service works**

Fusion delivers market leading ITIL-compliant Service Management solutions focused on BMC Software, on client sites and as secure cloud services. With a customer base of over 200, Fusion offers the public sector security cleared resources combined with industry best practice from all major markets including financial services, telecommunications and retail.  
  
This service offer is specific to the provision of Cloud On-going Support Services, including User Management, Service Management and Helpdesk support.

**Service scope**

**Service constraints**

Nil.

**User support**

**Email or online ticketing support**

No

**Phone support**

Yes

**Phone support availability**

9 to 5 (UK time), Monday to Friday

**Web chat support**

No

**Support levels**

We will provide an appropriate, tailored and efficient level of operational support in addition to providing an effective account management structure.

**Resellers**

**Supplier type**

Reseller providing extra features and support

**Organisation whose services are being resold**

BMC Software

**Staff security**

**Staff security clearance**

Conforms to BS7858:2012

**Government security clearance**

Up to Developed Vetting (DV)

**Pricing**

**Price**

£700 to £1,500 a person a day

**Discount for educational organisations**

No

**Service documents**

* [Pricing document](https://assets.digitalmarketplace.service.gov.uk/g-cloud-12/documents/703244/734255468013968-pricing-document-2020-07-19-1314.pdf)

PDF

* [Skills Framework for the Information Age rate card](https://assets.digitalmarketplace.service.gov.uk/g-cloud-12/documents/703244/734255468013968-sfia-rate-card-2020-07-19-1314.pdf)

PDF

* [Service definition document](https://assets.digitalmarketplace.service.gov.uk/g-cloud-12/documents/703244/734255468013968-service-definition-document-2020-07-19-1313.pdf)

PDF