



G-Cloud Lot 3: Cloud Support

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Service Definition – Cloud On-going Support Services

Introduction

Thank you for considering Fusion Business Solutions to deliver the Cloud Support services that you require.

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.

Service Overview – Cloud On-going Support Services

Our On-going Support to Cloud 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.

Service Features

- Delivers an optimal support service for current and future needs.
- Tailored to match the scale of your Cloud service needs.
- Proactive resource working on your behalf to deliver project benefits.
- Highly experienced resources in both industry and the public sector.
- Security cleared resource to required level (BPSS, SC and DV).

Service 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.

Pricing

We would be delighted to hear from you, if you would like any further information without commitment, on how we might support your organisation and how such a service would be priced. Please see the SFIA Rate Card for service price details and the accompanying Terms and Conditions.

About Fusion Business Solutions

Fusion is a Service Management and IT Operations specialist that uses our highly experienced and trained staff to help IT organisations improve their service performance, quality and efficiency. We are a trusted advisor to over 200 organisations helping them transform their IT departments using world-class IT Management software from companies like BMC Software.

We help organisations transform and improve their Service Management and IT Operations processes to gain superior performance and efficiency through advisory and strategy services like Benefits Realisation, Service Transformation, Data Centre Optimisation and Green IT Consulting. We help organisations automate and “industrialise” their IT Operations to improve productivity.

Fusion people are BMC Software experts, with deep and broad experience of their products, advising organisations on achieving the best value possible from the use of BMC technology. We believe we are the “go-to” experts for BMC skills and solutions and the partner of choice for organisations wanting to make the most of their BMC Software. We have many, many years of experience with BMC products and work hard to ensure we deliver a quality service to our customers. Fusion is the largest consultancy in Europe that specialises exclusively in BMC Software solutions.

Fusion is also an expert in helping organisations tackle current business and IT challenges such as management of cloud enabled services, increased mobility, improvement of customer experience and ensuring operational security.

Fusion cover all major vertical markets including financial services, telecommunications, public sector, retail, business services and our customers include Visa, JP Morgan Chase, Reckitt Benckiser, Virgin Atlantic, Kraft Foods/Cadbury and Alstom and many other quoted and unquoted companies for whom we work on a global and regional basis.

Our Solutions

Fusion works in two core areas:

- IT Service Management (ITSM) which includes Service Desk, Incident and Problem Management, Change and Release Management, Self-service and Service Request Management and Asset Management, Discovery and CMDB.
- Data Centre Optimisation which includes Server Automation (planning, discovering, provisioning and management of servers), Monitoring, Event and Transaction Management, Discovery and Application Mapping, Virtualisation and Green IT Consulting (data centre facilities and IT systems).

Fusion also works with organisations in other Service Management areas like:

- Customer Service Management
- HR Service Management
- Telco OSS/BSS

Our Services

Fusion offers the following services to our customers:

- Cloud service strategy and advisory services to help Service Management and IT Operations improve performance, quality and efficiency.
- Cloud programme and project management including roadmap definition and scoping for Service Management and IT Operations projects.
- Implementation, architecture, upgrade and technical services around all BMC products both on Customer sites and as cloud services.
- Managed cloud services including full life-cycle management of Service Management and IT Operations tools and applications including BMC products.
- Resources for cloud consulting, technical, architecture and configuration services around world-class IT Management software like BMC Software.

Fusion and BMC Software

BMC Software (www.bmc.com) is the world leading Service management and IT Operations software vendor for whom we have been a partner for over 15 years.

Fusion is:

- An elite BMC Solution Provider authorised to resell, implement and support BMC products.
- A secure Support Centre for BMC with global 24X7 coverage and certified engineers, security cleared as required.
- The largest BMC partner in Europe dedicated exclusively to BMC Software.
- Is part of BMC ITSM Consortium and member of BMC Partner Advisory Council.

We have particular expertise around:

- BMC Remedy IT Service Management suite (on premise and on demand).
- BMC Discovery (ADDM - Application Discovery and Dependency Mapping, formerly Tideway).
- BMC Bladelogic Operations Manager and Application Release Management.
- BMC IT Service Desk Express (formerly Magic).
- BMC TrueSight (formerly BPPM and BCO).
- BMC Remedy Force Service Desk (Saas based service Desk on salesforce.com).
- BMC Configuration Management (formerly Marimba).