



## Introducing RedReach<sup>®</sup> ICT Support Services

Network support services that deliver peace of mind  
while you keep control of your voice and data IP network



## Introducing the RedReach ICT Support portfolio

Choosing the right support service can seem more of a chore than a choice. But when the success of your business is dependent on the smooth running of your IP network, your support service is critical too.

Redstone Converged Solutions is determined that every customer gets the maximum value out of their unique voice and data networks. The RedReach support service portfolio is a true reflection of that knowledge. It puts you in control of the support you need with a range of services – and service levels – that you can mix and match.

### How does RedReach support work?

The RedReach portfolio works around you. Four Foundation Services support the smooth operation of your daily business. Proactive Services help you to get the maximum value out of your IP network. Finally, you can call on our Consulting Services for specialist skills.

Every network is unique, and every network management team has unique skills. Our regular Service Reviews ensure that you always have the right mix of services to support your business – and that you're not paying for support you don't need.

## RedReach Foundation Services

The four services detailed are designed with the benefits of Redstone's years of experience to cover many of your daily network support and administration requirements. We'll even reward you if your support requirements turn out to be lower than stated in your RedReach support agreement.

### RedReach Restore

RedReach Restore is the cornerstone of our support portfolio providing the indispensable “engineer with parts” fault resolution service. Cover can be tailored to your requirements anywhere from 9x5 to 24x7x365 throughout the UK, and from two hour to next day response times. Response times and hours of cover can be tailored on a site and equipment specific basis, if required.

To ensure that we can meet your most pressing response times, we will assess your individual needs to make sure that we have the correct technical resources and spare parts available.

We undertake to restore services and resolve any issues impacting your network within the timescales you contract for. That saves having specialist skills in-house and makes sure that your voice and data networks are working hard for your business.

### RedReach Replace

If you have the skills in-house, why not remove the cost of holding stock to replace faulty equipment? It consumes budget, not to mention storage space.

The RedReach Replace service tasks Redstone with the responsibility to provide replacement parts to you within a committed response time. This gives you more control over your own replacement stock with the reassurance of timely replenishment.

### RedReach Managed Service Desk

RedReach Managed Service Desk provides you with a skilled, experienced, centrally managed help desk without the associated costs. We can provide front line service desks to support your end-users, and second line service desks to support your network management team. We can also co-ordinate and manage support arrangements with third party suppliers via a single RedReach service desk.



### RedReach Remote

Moves, Adds and Changes (MACs) are part of the daily routine for most network managers and, in large networks, they can consume significant amounts of skilled time. Your business also depends on the detailed network knowledge of your IT personnel; staff departures can impact service levels.

The RedReach Remote Standard & IT MACs service outsources this overhead to Redstone. Whether it's changing extension settings or call privileges, reconfiguring a call queue, helping with a Microsoft application or setting up an access list, we can provide the updates smoothly and on time.

The type and volume of MACs required each month are used to determine your service level. Remote MACs that have not been used can be exchanged for other Redstone services – a consultancy visit, a health check or training, for example.

## FOUNDATION

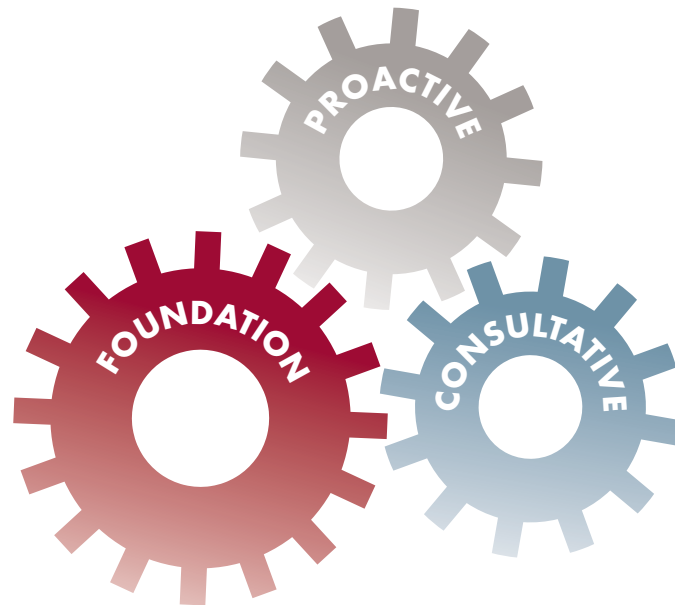
Restore  
Replace  
Managed Service Desk  
Remote MACs

## PROACTIVE

Availability Management  
Change Control  
Configuration & Asset Management  
Release Management  
Supplier Management  
Reassure Healthcheck &  
Periodic Inspections  
Reassure Days

## CONSULTATIVE

Service Strategy  
Technology Refresh  
Capacity Management  
Security Management



## Proactive Services

### RedReach Availability Management

This service provides full visibility and trend analysis of every IP device within the network. Issues with any device raise an alert to the network manager and with Redstone's call management system so that our engineers can respond and resolve. This "early warning" system provides an audit trail of availability statistics so that any problem areas can be identified and resolved before they become critical.

### RedReach Change Control

Unauthorised changes often present the greatest threat to network availability. Working with your in-house team, we can implement responsible and effective change control procedures to maintain the highest levels of network performance and availability. When significant changes and upgrades are planned, we can work with you to assess the advantages and mitigate the risks well in advance.

### RedReach Configuration & Asset Management

In the event of a hardware failure, replacing the device is only part of the resolution. Network managers need access to the latest device configuration information to be able to fully restore operations. RedReach Configuration & Asset Management provides a central register of device configurations so that network managers can restore operations with minimum downtime. A copy of the configuration register doubles as an asset register of network devices.

### RedReach Release Management

It's time consuming, but keeping up-to-date with new software and IoT versions helps to maximise network availability and minimise vulnerabilities. Redstone Release Management manages the updating process for you, ensuring that all software and patches are at the highest stable version. In keeping with our ISO 9001:2000 accreditation, you can be sure that all agreed change and release procedures are followed and fully documented.

### RedReach OneNET™ Intelligent Facilities Management (IFM)

This complete package covers all your intelligent building support needs; from access control and physical security incorporating our foundation and proactive services through to the monitoring and management of all your building control systems. This integrated service helps your business measure and control its carbon usage; ensuring targets are met and operating expenditure and potential carbon trading costs are reduced, thereby helping your business meet important government legislation.

### RedReach Supplier Management

As voice and data networks converge and as network complexities increase, it's common to find that your business requires a number of support agreements with separate suppliers.

RedReach can provide a single point of contact for all your third party support agreements. We work alongside each provider to ensure that service levels are met on your behalf, avoiding "finger pointing" scenarios and saving valuable time.

### RedReach Reassure Healthcheck & Periodic Inspections

Using a mixture of remote network interrogation and onsite assessment, Redstone can carry out periodic network health checks and inspections designed to prevent a service outage. This service provides preventative maintenance complementary to your in-house team, maintains performance and highlights issues before they become a problem.

### RedReach Reassure On-Site Days

How can we help? RedReach Reassure Days means that you can purchase several days consultancy for any purpose at a discounted rate. Simply call off the time when you need us. It's as simple as that!



## RedReach Reassure Consultancy Services

**Our specialist Consultancy Services complete the Redstone support portfolio with high value advice and assistance.**

### RedReach Reassure Technology Refresh

Keeping abreast of the latest network technologies is time consuming but your business could be missing out on service and cost advantages. Our Technology Refresh service shows how the latest developments can benefit your networks specifically. If certain improvements are obvious and you commission Redstone to carry them out, we make no charge.

### RedReach Reassure Capacity Planning

This service is aimed at larger and more complex networks where responsible capacity planning can make significant cost savings. Usage trends are analysed in detail to make the best use of existing network resources, and help to focus spending on areas with maximum return.

### RedReach Security Management

Network security can be daunting. Working with Redstone's skilled security consultants, this service helps you design and manage a comprehensive, tailored security solution. It includes email and web filtering, antivirus capabilities, management and enforcement of data encryption policies. We ensure that your network complies with best security practices, minimising vulnerabilities and maximising the safety of information (within and about the network).



## Peace of mind is priceless

The Redstone support portfolio is varied and comprehensive, but it only has two objectives: helping you to get the best return on investment from your IP networks, and delivering peace of mind.

### **Key benefits of the RedReach service**

- **Scalability:** From small installations to networks with hundreds of thousands of ports, RedReach support works hard for your business.
- **Seamless specialist support:** Use our skills to complement your in-house team for seamless support and reduced headcount.
- **Matching your business needs:** Choose a support arrangement which matches your business model. The RedReach portfolio extends from reactive fault resolution to fully outsourced network support and management solutions.
- **Work within your budget:** The modular design of the RedReach portfolio means that there are service options to suit every budget. A fixed annual cost makes contract management straightforward and transparent.
- **Our knowledge at your fingertips:** We constantly invest in the technical expertise of our engineers. Our worldwide partners often involve Redstone in their product development. This unrivalled knowledge is at your fingertips so you can get on with running your business.
- **Single point of contact:** With RedReach, we can provide a single point of contact to manage third party support contracts on your behalf with complete accountability.
- **ISO9001: 2000 compliant**  
Design, implementation and support processes and procedures are endorsed by Redstone's ISO9001 accreditation. You can be sure that our people and methods can deliver to the highest standards.



### Three more things you should know

- The RedReach support portfolio rewards you with service credits if you need less support than you contracted for.
- The clock starts ticking on our response targets from the moment your call is logged. We know you're relying on us for a swift solution.
- Our year on year Service Level Agreement attainment is over 99%.

### Make the right choice

Redstone successfully supports and manages hundreds of thousands of ports on behalf of its customers – day and night – throughout the UK. Each of those networks is different in scale, configuration, budget and management, but we make sure that they're all working hard for our customers' businesses.

Choosing the RedReach support portfolio puts you in control of your unique network. Our experienced network support consultants can help you select a winning combination of services which adapt as needs change.

Of course we provide fault resolution, but we hope you'll agree that's just the tip of the iceberg. The first undertaking in our Customer Charter is to understand the needs of our customers and their business. Redstone is here for the long-term as a professional and reliable business partner who can help you make the right choices.

*"As one of the world's leading charities we rely on our IT and communications networks to enable us to effectively undertake our valuable work. The team at Redstone works closely with us and takes a proactive approach to understanding how our organisation operates and how we use telecommunications to support our activities.*

*"This understanding ensures that Redstone maintains our systems to deliver the highest levels of performance, ensuring that we are able to deliver on our promises."*

Unicef UK

Tel: 0845 20 10000

[www.redstoneconverged.co.uk](http://www.redstoneconverged.co.uk)

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