

## Infrastructure and Application Support

Whitehouse has partnered with Netential to form a full service support offering. Netential has all the infrastructure, resource and processes in place to manage the helpdesk and support service. Whitehouse adds to this the specific application and technical consultancy that extends the level of support that can be offered to JD Edwards customers.

Many organisations face a tough dilemma in managing enterprise systems: while under pressure to drive down costs, they must also cope with increased user demands and technological complexities. Simply put, they must do more with less.

By using a third party application support provider, customers receive both cost and performance advantages. With a partnership of this kind customers can substantially improve their cost structure and benefit from the enhanced application functionality and the high service levels that users demand.

Whitehouse has partnered with support specialist, Netential, to provide a guaranteed service at a fixed cost, protecting your investment and unlocking value from your enterprise applications. The service has a fixed cost per user / per month which takes away all the guesswork about resource requirements and allows businesses to focus their people and their capital on resolving more strategic issues. Whether you need to enhance your current in-house application management and user support capabilities or outsource your entire application support, this may be the answer for you.

Two types of support service are offered, LifeLine and Kinetics, both of which are covered by Service Level Agreements.

Lifeline is the provision of second line and third line support services (both application and technical) to a customer's internal support team. There is no limit on the number of support requests raised but it is expected that the Netential support team will have access to knowledgeable onsite support resources who are able to implement and test recommended solutions.

Kinetics is a proactive, managed service where complete responsibility is taken for customers' systems, either working with the customer's in-house team or providing a fully outsourced service.

### Frequently Asked Questions

#### What is a Service Credit Guaranteed SLA?

A Service Level Agreement (SLA) is a jointly agreed contract, detailing all of the services that will be provided and the associated penalties for any service failure. Penalties are calculated monthly and refunded to the customer in the form of Service Credits. A solution director is appointed to manage service level compliance.

#### How are issues reported?

An issue can be reported via the web, by e-mail or by telephone.

#### What is the process when an issue is reported?

Once an issue is logged a support consultant is assigned, who will contact the customer using the user details held on the NMC (Netential Management Centre) or on an alternative number as supplied at the time of the call.



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**Why can't I speak to a consultant when I call the help-desk?**  
Netential supports a wide range of infrastructure issues from server hosting and management to dial-up connectivity. In order to deliver consistent and quality support, the helpdesk log an issue call into NMC, which will then be used to assign the correct support consultant.

**What happens if the reported issue needs to be escalated?**  
In the event that an issue requires support escalation, the site support co-ordinator should be contacted. The co-ordinator will then contact the solution director on the customer's behalf.

**What happens if the requirement is new and represents a change?**  
A Project Request document is produced whenever a user identifies a new support requirement and/or seeks the assistance of consulting resource on a non-support related requirement. This document outlines the business requirement, the necessary resources and associated time and material project costs. The customer has the assurance of needing to provide formal approval of everything detailed in the Project Request document prior to the commencement of any work.

**When is support available?**  
Depending on the level of service subscribed to, support is available up to and including 24x7x365 support. Business hours support is provided between 8.30am - 5.30pm Monday to Friday (excluding public holidays). Issues can be reported 24x7x365 via the web, email and telephone.

**What about support outside hours?**  
Issues can be reported outside of standard support hours. When it is possible Netential will provide Support for critical issues. Service Level Agreement guarantees do not apply outside of contracted support hours.

**What happens once a reported issue is closed?**  
A reported issue can be closed either by the user or the supporting consultant. As with all updates (including the closing of a call), the call originator will be contacted and kept informed at all times. Reported issues will remain in history and the user and/or the support consultant are able to continue adding notes and attachments to a closed issue.

**What levels of application customisation are available?**  
A customer's ability to customise an application is not restricted. However, there may be instances when customisation will create an upgrade dependency and this will be highlighted where appropriate.

**How secure is the data?**  
Nightly backups are taken for customers for whom Netential has the responsibility for server management and/or is providing a hosted solution from one of its data-centres. Where the customer has a requirement to transfer data securely over the internet, Netential will recommend, implement and support a virtual private network.



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