

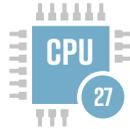
IRIS - Mission Critical Support

As organisations evolve and become more complex, so does the technology that supports them. By selecting an **Intelligent Remote Infrastructure Support (IRIS)** service from Ultima, you can keep pace with change, safe in the knowledge that your mission critical infrastructure, services, applications and workloads - whether they reside on-premise or in the cloud - are fully supported. Below, Ultima have outlined the 8 key benefits of choosing an IRIS solution as well as the Service Plans available.



A Single Unified ITIL Platform

Integrated into ServiceNow, we embrace the standards of ITIL best practice within all of our practices



Remote Monitoring & Management

Complete peace of mind for your critical services and infrastructure, delivered from our 24x7x365 ISO 27001 certified TSC



Deep Analytics

Gives us insights into your IT infrastructure & workloads, allowing us to stay one step ahead of problems that could affect your estate



Your Service, Your Way

Essentials, Advanced & Ultimate, providing you with greater choice over what you want Ultima to manage



Multi-Disciplined Specialists

Building on over 20 years' experience, we provide access to 1st to 3rdline support, for a range of tier one vendor technologies



Plan, Do, Check, Act

Backed by a CSIP programme, designed to improve efficiency and effectiveness, through incremental service development

IRIS - Service Plans

Essentials

As an entry-level service, this level of support is designed to provide proactive notification, 24x7 incident analysis and remediation, essential checks of supported services and assets, coupled with basic event notification, availability and capacity management.

Advanced

Where you require a more complete service, this level of support comes into play. Designed to provide guaranteed availability SLAs and an assigned SDM, together with extended capabilities including knowledge base and CMDB, we are accountable for the health and performance of the infrastructure and workloads under support.

Ultimate

The Ultimate Service tier is designed for customers who are looking for an MSP to assume accountability and ownership of the technology and services under contract, including, by extension, vendor management, technology recommendations & CAB attendance.

“ As organisations evolve, adapting to environmental pressures such as changes in economic conditions, strategic priorities & technological advancement, so must the IT service that underpins it. The most important consideration when selecting an MSP, is its ability to remain relevant ”

Rob Moorcroft - Managed Services Business Manager - Ultima

IRIS - Separation of Responsibilities

By taking out an IRIS service, you can delegate responsibility for just your mission critical infrastructure, or elect to outsource the entire stack, with Ultima managing supported applications and data repositories. Furthermore, using our service tierings - Essentials, Advanced and Ultimate - you can choose to treat production and development systems differently.

We use Enterprise Management tools to proactively guard against system degradation and failure. With four priority levels, we use machine learning to ensure that the right resolver group is engaged to qualify, triage, resolve and perform root cause analysis against issues related to supported systems.

Our hierarchical management structure puts customer service and technical excellence at the very heart of our 24x7 operation. In order to act as an extension of your IT team, we have built out a multi-disciplined service delivery function, allowing us to provide everything from management over a subset of your infrastructure, through to a full outsource, where we are responsible for delivering an enriched IT service to your users.

Why Ultima?



**Year-round
support 24x7**



**Predictable
commercial model**



**Your service,
your choice**



**Flexible
contracts**



**Leading
ITSM Platform**



**Advanced
Analytics**

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IRIS 
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