



Together We're Smarter.

## Introducing Pirean Solution Assured™ support and Managed Services

### Underwriting your Tivoli solution with first class services and support.

**Today's enterprise operates in an increasingly competitive and fluctuating marketplace. As a result the pressures on your infrastructure to deliver, adapt and extend in response to change, increases IT costs and diverts key resources from the pursuit of your core business.**

**Pirean's Managed Services and Solution Assured™ support portfolio is designed with one purpose in mind – freeing up your valuable IT resources to drive your company forward.**

Through our services and solutions, we focus on ensuring that you get the most from your Tivoli infrastructure, providing stability; taming costs and ensuring your solution works for you and your business.

Partnering with Pirean enhances your infrastructure through the design, architecture and implementation of enhanced, available and – most importantly - reliable infrastructures.

Delivered in partnership with IBM, we deliver a better return on your investment through our portfolio of outsourced support and managed services - recognized as some of the most innovative solutions in the market today.\*

Pirean's Managed Services and Solution Assured portfolio rapidly relieves the strain on overworked, overly-complex IT systems and enables growing organisations to extend their reach without the pain of significant investment.

From tailored managed services to outsourced support, our partnership based approach provides the assurances you need to underwrite your IT Service and Security Management infrastructure through:

- Direct access to world-class support professionals
- Outsourced maintenance; including proactive reviews, patch management and managed upgrades
- Architecture reviews, counsel and assurances for your upcoming projects
- On-site assistance for peak periods, implementation and holiday cover
- Access to additional, skilled, headcount on demand, with expert knowledge of your solution.

\* In March 2010, Pirean was officially recognised by IBM Tivoli Software as the most accredited Tivoli business partner in the world, based on the Tivoli AAA Deployment Accreditation initiative. The company holds 14 of IBM's AAA, AA and A Tivoli Accreditations spanning Security and IT Service delivery. In addition Pirean's accolades include the IBM 'Business Partner Innovation Award' (2008) 'Beacon Award Finalist – Outstanding Service Management Tivoli Solution' (2009) and the IBM Tivoli Business Partner Service Management Solution Award (2010).

## The Solution Assured Offering

Pirean's Solution Assured portfolio is available in three levels of service – Silver, Gold and Platinum

Solution Assured Offering	Solution Assured Level		
	Silver	Gold	Platinum
Telephone, e-mail and web based technical support within core working hours of 8am and 6pm – Monday to Friday to log and address issues, and assist in resolving them	✓	✓	✓
Optional cover for key support personnel during: <ul style="list-style-type: none"> <li>• Major Upgrades</li> <li>• Vacations</li> <li>• Project Implementations</li> <li>• Design Assistance / Peer Review</li> <li>• Weekends/ Bank Holiday</li> </ul>	✓	✓	✓
Dedicated Account Manager	✓	✓	✓
Regular status reports	Monthly	Monthly	Detailed Weekly + Daily Summary
Number of support requests and incidents	Limited	Limited	Unlimited
Critical incidents with onsite support	None	Limited	Unlimited
Pirean Remote Support with direct access to your systems	None	✓	✓
Pro-active patching and upgrades	None	Advisory	Managed
Regular site visits	None	Quarterly	Monthly
Ownership and performance of end-user based service requests	N/A	N/A	✓
Performance of remote monitoring and systems maintenance.	N/A	Weekly	8 - 6 Daily

For more information on the right Solution Assured offering for you, contact a Pirean representative or visit <http://www.pirean.com>.

*\*prices are dependent on the scope of the individual deployment / service that is being supported. We ensure that we can offer the right service at a price that is tailored to your needs.*



### Made to measure.

Pirean's Managed Services and Solution Assured portfolio provide a cost-effective and simple way to manage mission-critical systems and ensure quality of service through the outsourced management of your IT infrastructure.

**In the competitive marketplace today, IT costs can account for up to 50% or more of total capital expenditure. How to get a return on IT investment is a key issue in every boardroom.**

**To succeed, your organisation needs the right tools to manage quality of service and underwrite your infrastructure.**

Pirean recognises the value of getting the basics right but know it is only one part of the implementation puzzle. To ensure an ongoing benefit from partnering with Pirean we have introduced our unique Solution Assured offering: services that take the pain of managing and maintaining your solution away from you.

Solution Assured offers a complete support portfolio that ranges from an IT helpdesk, strategic consultancy and upgrade impact assessment to vacation cover for key personnel. Through Solution Assured we provide high quality expertise on demand, freeing up your budget to focus on driving your own company forward.

Pirean's Managed Services and Solution Assured portfolio provide a cost-effective and simple way to manage mission critical systems and ensure quality of service through the outsourced management of your IT infrastructure.

In partnering with Pirean, we provide two extremely cost effective routes through which:

- Existing IT business and support infrastructures can re-align, extend or introduce services across the enterprise.
- Dynamic enterprises can facilitate temporary or long-term growth without the expense and effort required to implement an internal support function.

**Whether you are an established enterprise looking to extricate yourself from tangled legacy systems, or a young business looking for technical solutions to support your next steps, Pirean can get your infrastructure on track through adaptive, visible and focused best practice support.**

### Solution Assured

An effective strategy for ongoing support is critical to maximising the return on investment of existing services. However, to maximize ROI this support needs to embrace all aspects of the service, including:

- Helpdesk support from first through to third line
- Technical assistance resolving issues across environments and code bases
- Strategic and consultancy input to ensure best practice
- Coverage of key individuals (highly specialised skill sets) to cater for client's staff holidays or responding to peak demand
- Quick deployment of additional headcount with the right background knowledge of the solution set and the client's personal deployment
- Upgrade impact assessment and roll out planning services to ensure continuity of services when clients are considering changes
- Problem management to any third parties, allowing centralised management and resolution of technical issues on behalf of clients;

By providing a portfolio of these services for your infrastructure Pirean's Solution Assured portfolio ensures that whatever investment a business makes in technology, the solution continues to improve in performance, integrity and adherence to corporate compliance whilst increasing the organization's ROI. This commitment gives you the reassurance that your investment is underwritten and supported by an expert services and support partner.

### Managed Services

When deciding how best to invest their budget, every IT Manager is faced with the same juggling act: How to be robust, yet innovative; future facing yet backward compatible?

Pirean's tailored managed services help you to get the best solution for your money with the minimum number of compromises to your organisation's continued success.

With so many solutions in the marketplace there is always the risk of making the wrong (and often costly) decision for the changing demands of your business.

Pirean Managed Services remove the burden of paying for this investment in-house and subjecting your staff to the learning curve and support headache that this entails. With best in breed solutions tailored to your individual needs, Pirean Managed Services operate your IT solutions on your behalf and take away all of the associated management problems that these bring with them – hardware investment, software configuration, monitoring, internal support... in short all of the associated costs of a solution that you would otherwise be committing your company to.

**Your company is probably not an IT Services Provider, so why not leave the design, provision and support of your services in Pirean's capable hands so you can focus on your business?**

**To find out how Pirean can  
enable your enterprise  
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## About Pirean

Pirean is a leading technology partner and consultancy delivering real-time business and service assurance through solutions for infrastructure and application management.

Working in partnership with Pirean, your business will quickly realise the full potential of your infrastructure. We focus on helping our clients to achieve their business goals and providing them with ongoing support through proven capabilities in:

- Consulting
- Technology
- Outsourcing

We deliver the visibility, control and automation capability that you need from your infrastructure and applications to deliver robust, highly available and streamlined business services while managing risk and compliance.

Our unique blend of consulting services and technical capabilities enable us to help you take a strategic view of your business; where you are, where you want to go and how to better leverage the resources you have to get there.

**We deliver expert support for Infrastructure, Service and Security Management platforms using IBM technologies throughout the life of your solution from design and build through delivery and into ongoing performance improvement and support.**

Pirean's accolades include the IBM 'Business Partner Innovation Award' (2008) 'Beacon Award Finalist – Outstanding Service Management Tivoli Solution' (2009) and the IBM Tivoli Business Partner Service Management Solution Award (2010).

In March 2010, Pirean was officially recognised by IBM Tivoli Software as the most accredited Tivoli business partner in the world, based on the Tivoli AAA Deployment Accreditation initiative. The company holds 14 of IBM's AAA, AA and A Tivoli Accreditations spanning Security and IT Service delivery. Pirean is the first and only Partner to hold IBM Tivoli AAA status, the highest authorised level, across both IT Service and Security Management.



\*Source: IBM, based on AAA accreditations for IT Service Management and Security