



It can be a real challenge to find the right IT support package for your organisation. Most businesses are looking for a provider that's agile and flexible. So we developed BT Smart Support to help you get the IT support you need, when you need it – and with a lower total cost of ownership.

We help our customers to cut risks and costs by giving them the right level of IT support. Which means our customers can focus on what is important to them – their business.

BT Smart Support is a technical support service for your server, storage and network device infrastructure. It's at a price and support level that suits your needs, and it gives agile IT services straight off the shelf to enterprises

It links our IT service desk with your IT department, and covers infrastructure, including routers, switches, servers

and SANs. And logging faults and tracking progress is easy with our online portal. Our Service Level Agreement (SLA) gives you a quick, responsive service that you can trust.

“ Working with the BT team gives me the level of confidence I need to ensure that my IT needs are understood and met. Their approach is responsive and flexible. The breadth and depth of the experience and skills within their technical teams is second to none, providing us with an ICT solution and service which are both reliable and value for money.”  
Malcolm Thompson, Chief Operating Officer, Total Mobile

There are three levels of BT Smart Support to choose from:

BT Smart Support	BT Smart Support Plus	BT Smart Support Premium
<ul style="list-style-type: none"> <li>IT service desk to IT service desk support available 8am – 6pm, weekdays</li> <li>UK and Ireland coverage</li> <li>dedicated online portal to log and track faults</li> <li>remote support</li> <li>second- and third-line support*</li> <li>industry standard SLAs including escalation:                             <ul style="list-style-type: none"> <li>Priority 1 – 30min ITR** fix in 4 hours</li> <li>Priority 2 – 1hr ITR fix in 1 working day</li> <li>Priority 3 – 4hr ITR fix in 2 working days</li> <li>Priority 4 – 8hr ITR fix in 5 working days</li> </ul> </li> </ul>	<p><b>gives you everything in BT Smart Support, and:</b></p> <ul style="list-style-type: none"> <li>standard monthly service report</li> <li>ITIL aligned change and problem management</li> <li>phone support for Priority 1 escalations</li> </ul>	<p><b>gives you everything in BT Smart Support Plus, and:</b></p> <ul style="list-style-type: none"> <li>24/7 service desk to log all incidents</li> <li>24/7 Priority 1 support, 8am – 6pm weekdays for all other priorities</li> <li>global coverage</li> <li>proactive monitoring</li> <li>quarterly service review meetings with your BT service manager</li> <li>on-site Priority 1 response in line with maintenance agreement SLAs</li> <li>phone support for all priorities</li> </ul>

\*your IT support team provides first line support activities, triage and initial diagnostics \*\*Initial technical response

There are three levels of support, depending on what you need. When things change you can scale your IT support up or down, which means you're never wasting money or leaving your business exposed to threats.

#### All three levels give you support for:

- Microsoft – Active Directory, Exchange, Clustering Hyper V and SQL (standard support only, DBA or developer not included)
- VMware
- Citrix- XenApp, XenServer, Netscalers, PVS, Citrix Access Gateway
- Cisco switches, routers and firewalls
- HP Switches
- Checkpoint firewalls
- Backup – CommVault, Backupexec, Arcserve, HP Dataprotector, Microsoft DPM
- Malware – Trend, McAfee, Sophos and Symantec
- Websense
- HP and Dell server hardware
- HP, Dell and EMC SANs

For a current list of supported technologies please visit the BT Smart Support section of Products and Services at [www.btireland.com](http://www.btireland.com)

### Why BT Smart Support?

- We run BT Smart Support from our Centre of Excellence. It uses world-class incident management systems, an online portal and a central monitoring toolset. Our highly skilled teams of more than 150 technical support and service people manage it. They're supported by field engineers across Ireland and the UK. We have extensive accreditations in Cisco, Microsoft, HP, Citrix, VMware, EMC and security, among others.
- We help you manage your IT support budget. You can log unlimited incidents with our service desk – it's not a bundled incident model like other packages. And you can scale your infrastructure and level of support up or down at any time, so it grows flexibly, with you.
- There are no set-up costs. Just choose the level that's best for your business and budget.

- We help you monitor how you're doing. The Plus and Premium levels let you measure your key performance indicators. And our online portal makes it easy to log and track incidents.
- We're ISO 20000 certified, and our Support Centre of Excellence runs ITIL-aligned support and management processes.
- We've built long-term relationships with local and global organisations; our years of experience means we give you services you can count on.
- BT Ireland has successfully delivered IT support services to more than 500 customers for more than 15 years, through our English-speaking on-shore support desk.

### What next?

If you'd like to find out more about BT Smart Support, or other tailored solutions offered by BT Ireland, get in touch with your BT account manager today. You can email [business@btireland.com](mailto:business@btireland.com) or simply go to [btireland.com](http://btireland.com)



#### Offices worldwide

The services described in this publication are subject to availability and may be modified from time to time. Services and equipment are provided subject to the respective British Telecommunications plc standard conditions of contract. Nothing in this publication forms any part of any contract.

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