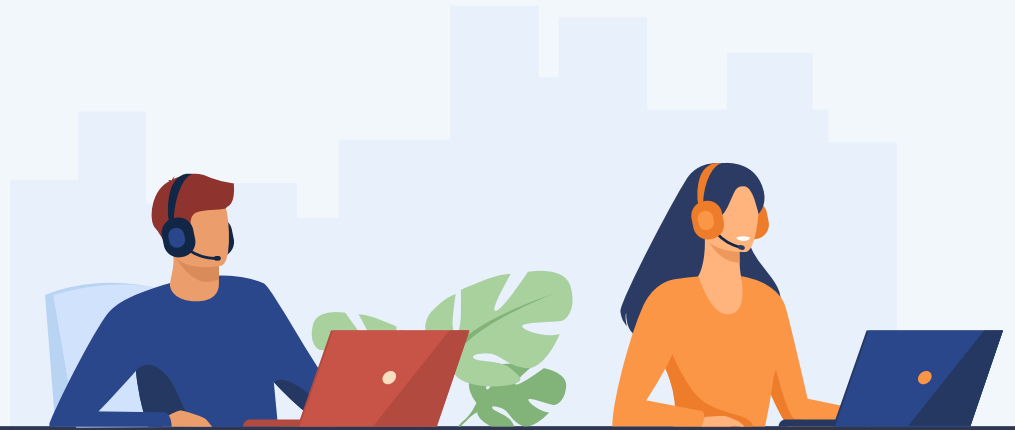# Enterprise Support from YKP Systems

End to end support delivery, built on industry recognised frameworks and specialist in-house expertise

Enterprise Support from YKP Systems

"

YKP Systems are trusted IT partners and are superb at what they do. They deliver on time, in budget and their quality of service is outstanding.

YKP specialist teams can support your IT environment, end to end. From desktops through to applications and datacentre support, Frontline has an extensive range of support packages to fit your technology and business needs.

We have been around long enough to see what works and what doesn't, which solutions deliver and which ones don't,and we use this knowledge to ensure your systems are supported to the highest level.

We partner with only the best providers of IT solutions, enabling you to buy with confidence and we have an enviable array of accreditations from leading IT vendors such as Microsoft, VMware, IBM, SAP and Sage.

Our customers range from small and midsized businesses through to large corporate enterprises including many household names. Customers buy from us and stay with us because we deliver reliable professional IT services, alongside exceptional customer support.

As a customer, you gain access to a highly qualified technical team, with decades of practical, hands on experience in helping businesses deal with their IT headaches.

YKP
SYSTEMS

Support services from YKP Systems
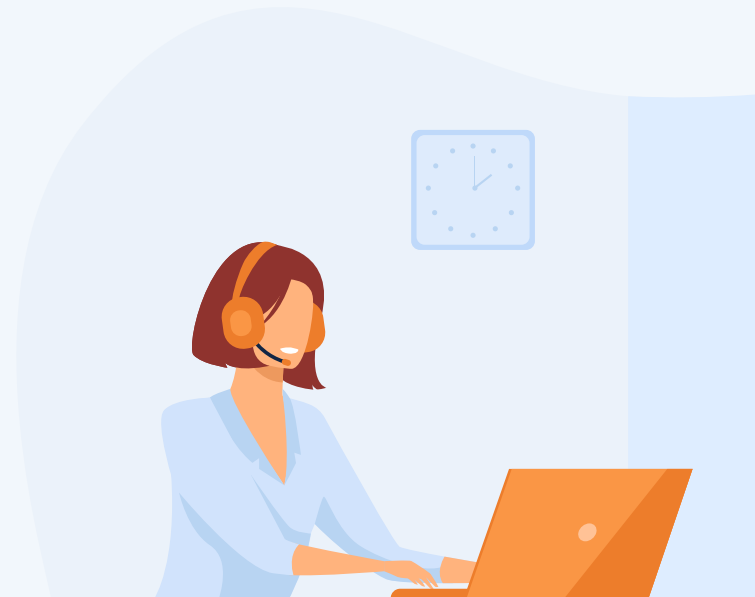
Desktop Support

YKP Systems can act as your outsourced help desk, dealing with first level questions and resolving user issues.

Server Support

Ensure your servers remain running all day, everyday.

Remote Monitoring

Be proactive rather than reactive. Identify potential issues before they have an adverse effect on your business.

Networking Support

YKP Systems Network Support services ensure your applications and systems are connected and available.

Dedicated Service Delivery Manager

YKP Systems Dedicated Service Delivery Manager Service assigns one of our experienced Service Delivery Managers to focus on your IT.

Desktop Support

Increase productivity with Desktop Support from YKP Systems

YKP can act as your outsourced help desk, dealing with first level IT questions and resolving user issues. When your business users experience IT problems you need issues fixing without delay. You need reliable IT support to get your business back up and running as soon as possible. Frontline is passionate about delivering a great service and keeping your business running with our Desktop Support Services.

Features

- Different levels of support to suit your business requirements – dedicated resource or holiday cover, out-of-hours or peak time overflow
- Flexible SLAs to meet your business objectives
- Comprehensive monthly reporting for better visibility

Business benefits

- Free-up your own internal IT resource to focus on value-added projects
- Predictable expenditure with fixed monthly costing
- Minimise business downtime and periods of unproductivity due to IT issues
- Increase end user satisfaction

Summary

YKP has over two decades experience in helping support the IT needs of small, medium and large businesses who do not have a dedicated IT resource, are looking to relieve the pressure on their internal IT resource or, have specialist support requirements.

We understand that any downtime is costly and work to strict SLAs to ensure that this is minimised and your staff can remain productive. The YKP Systems desktop support team can help with anything from straight forward account administration to general trouble-shooting to more complex hardware and software maintenance or installations.

Our dedicated desktop support team are there when you need them most and follow the ITIL framework ensuring a solid understanding of best practice principles.

Server Support

Let YKP Systems take away the worry of supporting your servers with our specialist support services.

The dedicated Frontline server support team offers support for companies of any size. When servers fail, the impact on your business can be widespread across employees, customers and suppliers. We understand how important it is to your business to minimise downtime, which is why our dedicated server support team will take care of any issues that may arise, quickly and efficiently. You can select from a range of YKP Systems support packages to ensure the right level of support is available for your business.

Features

- Different levels of support available (Lite/Standard/ Enhanced/Complete)
- lexible SLAs (Silver/Gold/Platinum) to match your business' requirements
- Comprehensive monthly reporting
- Daily monitoring and proactive management

Business benefits

- Free-up internal IT resource to focus on value added projects
- Predictable expenditure, fixed monthly costing
- Peace of mind that your servers are being managed and monitored by server specialist

Summary

We can offer guaranteed response times 24 hours a day, 7 days a week and 365 days a year to help ensure your vital business IT never lets you down.

Everyday our server support technicians produce a full system health check report on your IT systems so you are always kept informed and potential issues are spotted before they can cause an issue to your business.

Our server support includes backup monitoring, operating systems, antivirus updates and printer management. This support can be extended to ensure your remote access and mobile devices are always fully functioning as well.

Remote Monitoring

YKP Systems can deploy sensors all across your network to manage, monitor and maintain your entire IT environment.

Remote network monitoring provides you with advance warning of possible IT issues, enabling you to react before an issue occurs. Potential problems are highlighted before they become critical - and your IT support becomes proactive rather than reactive to your business. The YKP remote network monitoring service can continuously scan machines, software and devices such as your servers, CPU, building temperature or CCTV, all 24/7. If a potential issue is detected the service will send an email notification to your nominated contacts, giving you the ability to take control. We ensure you are always aware, and always safe.

Features

• Monitor almost anything across your network
• Standard offering includes 8 sensors but an unlimite amount can be added depending on your requirements
• Gain visibility of network traffic and activities
• Tailored services depending on level of monitoring you require

Business benefits

• Identify performance bottlenecks before they impact your applications
• Reduce system downtime
• Improve employee efficiency through increased uptime
• Eliminate unnecessary upgrades by identifying what is really causing performance issues
• Peace of mind that your systems are being monitored by YKP Systems experienced datacentre teams

Summary

YKP Systems Remote Monitoring solution can offer more than 190 sensors to monitor all common network services, including HTTP, SMTP/POP3 (email), FTP, etc. It can monitor server performance across multiple OS including:
Windows, Linux, Solaris, HP UX, IBM AIX and VMware and Hyper-V server virtualisation. Microsoft services or applications can also be monitored including Exchange, Active Directory and MS SQL.

Issues that require attention will be escalated to your nominated contacts. The service can be customised to your requirements so that unlike an automated service, you get to choose which alerts you want immediately — and how you want to receive them.

The service is tailored to your needs—whether you want to monitor a single server or an entire, complex infrastructure. At the service design stage, Frontline will work with you to determine what you want to monitor across your network, and to agree the acceptable capacity levels for each component.

Networking Support

YKP Systems Support services ensure
your applications and systems
are connected and available.

YKP Systems can help protect your email, Internet connection,
file and printer sharing, backup and restore functions.
We offer a complete range of network services to help you
build and maintain the networks that you need and keep
them running as efficiently as possible. Wired or wireless –
we seek to ensure there are no weak links in your network
infrastructure.

We'll help you build and optimise your WANs and
LANs, and create a network infrastructure that gives
you the availability, scalability and security to let your
business grow.

Features

- YKP Systems can design, implement and support your
  network technology
- We can undertake a range of network projects to transition
  your services to newer technology for increased resilience
  and performance
- We review your environment to look for potential issues
  before they occur
- YKP Systems provides regular Network monitoring and
  maintenance activities

Business benefits

- Achieve cost savings by upgrading to newer, more
  economical network infrastructure and software
- Ensure connectivity for your applications to
  minimise business disruption
- Leverage your investment in your IT infrastructure
  by ensuring your connectivity technology can deliver
  the speed and performance your IT needs

Summary

YKP Systems has a team of experienced and accredited engineers
to solve all your IT network problems; from initial IT network design
through to implementation, integration and support.

We can help improve your business performance with a flexible, fully
maintained network infrastructure that really does meet your
business' needs.

Networking Support

We work across the following areas:

Network Design

We deliver the design, implementation and support of your network technology to achieve maximum performance and resilience.

Network projects include LANs, WANs upgrades and expansions, unified communications, moving to wireless network, moving to IP telephony.

Update Technology

Rapidly evolving technology means new opportunities to achieve more bandwidth are more economical. We can help you to optimise your networks, and update technology when it's cost effective to do so.

Tailor-Made Solutions

We will review your current resource usage and advise on how to improve performance, prioritise your critical applications, and still control your bandwidth costs. Whatever the size or scope of your project, YKP Systems has the knowledge and experience that can help you get the most out of your IT investments.

Support

YKP Systems Helpdesk is your first point of contact with the Frontline technical support team. We are easily contactable, and straightforward to communicate with. And we care passionately about delivering great customer service.

Our network support packages are flexible in payment terms so that you can budget with confidence.

Data Cabling

We use only the latest Cat 5E, Cat 6 and fibre optic cabling to ensure that your network is fast, reliable and long-lasting.

YKP
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Dedicated Service Delivery Manager

YKP Systems Dedicated Service Delivery Manager Service assigns one of our experienced Service Delivery Managers to focus on your IT.

For customers who need an enhanced IT support experience, YKP Systems offers a Dedicated Service Delivery Manager – giving you one point of contact who is assigned to your IT environment. Your Dedicated Service Delivery Manager ensures all critical service activities and processes are coordinated, and is on hand for you to directly contact when you need them.

We apply our Connected Delivery service methodology approach – based on the ITIL framework with additional expertise from YKP Systems experience delivering mission critical application integrations and hosting for decades. Our Service Delivery Manager will be assigned to you, meeting with your teams to agree SLAs, review levels of service and support resolution statistics.

For customer who require that little bit more reassurance from their IT support, YKP Systems Dedicated Service Deliver Manager takes away the worry.

Features

- Delivered to ITIL framework guidelines for service delivery and transition
- Documented escalation processes and communications routes
- Access to a dedicated Service Delivery Manager who knows your business and IT
- Regular service review meetings to review issues, procedures and activities
- Continual Service Improvement commitment to ensure we deliver better services to you
- Single point of contact within YKP Systems

Business benefits

- Get IT issues resolved quickly when you need support most
- Work with the same contact within YKP Systems who knows and understands your business and IT environment
- Ensure you always get the most from your IT with higher uptime and increase productivity
- Complete visibility over your entire IT support
- Enhanced relationship between you and YKP Systems for increased customer satisfaction

Dedicated Service Delivery Manager

Summary

YKP Systems Service Delivery team operates within a service management framework that we call Connected Delivery – where we follow best practice ITIL standards to ensure that you have complete visibility of YKP Systems operations combined with your own IT support activities.

This ensures all critical service activities and processes are coordinated and delivered in line with your service agreements.

Our one-point-of-contact Service Delivery Manager solution ensures you have a more personal and focused relationship when it comes to support delivery. YKP Systems commitment to proactive management of issues before they occur, combined with regular service reviews, mean that your IT is in safe hands with our Dedicated Service Delivery Manager solution.

Why YKP Systems?

Team

We have over 90 staff, including 30 developers, solution architects and UK based support specialists to deliver our managed service and business management solutions. This means we have the technical expertise in-house to compliment your IT needs, whether you have an IT team that wants to draw on YKP Systems extensive application support expertise or need YKP Systems to act as your own IT team in a managed service model. We focus on having highly skilled staff in key, specialist areas which is why we focus on cloud delivery, IT Support, SAP and SAGE solutions and IBM technology.

The company

YKP Systems was established in 2016 and is a privately owned business that has enjoyed consistent organic growth and boasts a 5 Star Dun & Bradstreet credit rating. For the past two decades, YKP Systems has been supporting the IT needs of hundreds of small, midsized and large enterprises including household names such as JCB, PING, Siemens and Transport for Greater Manchester.

Partnerships

YKP Systems partners with the leading providers of IT solutions and holds the highest accreditations including SAP Gold Partner, Microsoft Gold Partner, IBM Premier Business Partner and Veeam Gold Partner.

Security

In addition to the physical security of the YKP Systems premises via CCTV and onsite out-of hours security guards, YKP Systems also works towards agreed KPIs and has strict SLAs in place with all of our customers. We also have tried and tested Disaster Recovery Solutions in place within our Data Centre and a comprehensive Business Continuity plan to cover our entire operation.

Why YKP Systems?

Support

Across application support and ongoing maintenance through to onsite hardware support and remote monitoring services, we have a proven approach to support delivery to help you get the most out of your IT.

We have a comprehensive, in-house service support desk – working the same hours that you do so you can always reach us when you need to. Our team of highly skilled staff based in the UK deliver fast response times, are easy to communicate with and follow set procedures when handling support tickets to ensure a speedy resolution to any issue.

Expertise

We have the specialist expertise required to host, deliver and support mission critical applications. YKP Systems is one of the UK's top SAP partners and we have helped hundreds of companies realise the benefits of SAP Business One, Sage X3 and business analytics tools. We also have our purpose built data centre from which we deliver hosted systems to our customers, across legacy platforms such as IBM's AS400 platform to the latest technology. Our technical teams have decades of experience managing and maintaining these platforms, and combined with our application development expertise, we can keep your business operating.

Contact

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