

Event Escalation Centre



**THEBES
GROUP**
service of excellence



Event Escalation Centre

Thebes EEC provides businesses with a suite of monitoring, escalation and administration services. Our wide range of services can be used to fully outsource your requirements or to compliment your existing IT department. Our range of services can be tailored to your needs and includes the following options:

- Service Desk, 1st, 2nd & 3rd Line Support
- Network Operation Centre
- Technical Operation Centre
- Security Operation Centre
- ITSM Administration Support

All services can be provided remotely from our EEC, on site or a hybrid as required.

Benefits include:

- A flexible service to suit your business needs
- Standard business hours through to 24x7/365 available
- Experienced and dedicated teams of IT professionals with up to date industry skills
- Updated software and firmware to ensure fully optimised systems
- Reduced downtime
- Bespoke Service Level Agreement
- Immediate management of incidents occurring 24x7/365
- Increased end user and customer satisfaction
- Reduced operational overheads
- Reduced managerial & HR time and effort
- Cost reductions in desk space, head count and IT infrastructure

Technical Operations Centre (TOC)

Thebes' team provides technical expertise across a range of industries to ensure the right resources, applications, and business knowledge is applied to efficiently manage clients' systems.

- Monitoring tools and dashboards are put in place to react in real time
- Costly downtime for clients minimised
- Experienced teams and use of IT to keep software and firmware updated to fully optimise systems
- On-site, remote, or a hybrid solution from Thebes' Event Escalation Centre

Thebes Group ensures a tailored service when clients have systems in place so that resources for mundane tasks are eliminated.



Network Operations Centre (NOC)

Thebes Group offers a fully tailored NOC solution for businesses. Whether you have an IT team that is currently overwhelmed or no technology resource in-house, Thebes provides skilled professionals with a multitude of experience to manage a NOC solution. Our IT professionals are available 24/7 and 365 days, and bring up-to-date market and industry expertise.

Our NOC personnel are trained to monitor your network around the clock to ensure it operates at its peak. Thebes' NOC engineers take immediate action when necessary, alerting your support staff as required.

An outsourced NOC solution provides:

- Significant reduction in downtime
- Immediate management of incidents occurring 24x7 & 365 days
- Increased end user and customer satisfaction
- Reduced operational overheads
- Reduced managerial & HR time and effort

Security Operations Centre (SOC)

The number of cyber threats targeting businesses has never been greater, and what is troubling is that most are not even aware that they are a prime target. These attacks are becoming more sophisticated and virtually impossible for traditional cyber security technology to detect.

A SOC is critical for monitoring, assessing and reacting to security issues within an organisation's IT infrastructure. Outsourcing with Thebes, gives customers the peace of mind that their most critical monitoring is being managed by teams with years of experience, with the knowledge and expertise to react to security threats in real time.

Our SOC service goes beyond intrusion prevention (IDS/IPS) and Security Information and Event Management (SIEM). It leverages behavioural, reputational and signature-based capabilities to improve detection of potential cyber-attacks.

Our 24x7x365 SOC utilises powerful forensic tools to fully investigate and respond to attacks before they can do harm to your network.



ACTION PLAN

Service Desk and Technical Support

Thebes Group provides options for fully on site, offsite, or a hybrid service desk. Our flexible model is to provide a quality service with a team of experienced and qualified engineers for the best outcome.

A Managed or Outsourced Service Desk Technical Support provides:

- 24x7 & 365 days' technical support or times to suit your business requirements
- Single point of contact for all ticket logging
- Qualified technicians from 1st Line contact all the way through to fault resolution
- Service Level Agreement, tailored to your requirements
- No requirement to cover holiday or sick leave
- ITIL standard documentation on a customer-by-customer basis; processes designed for your requirements
- Full documented escalation process 24x7 & 365 days
- Scheduled Service Delivery Reviews for performance and to maintain/develop customer relationships
- Scheduled reporting
- Management of 3rd party support contracts along with warranty management & supplier relationships
- Free up internal resource to concentrate on Business Critical Systems

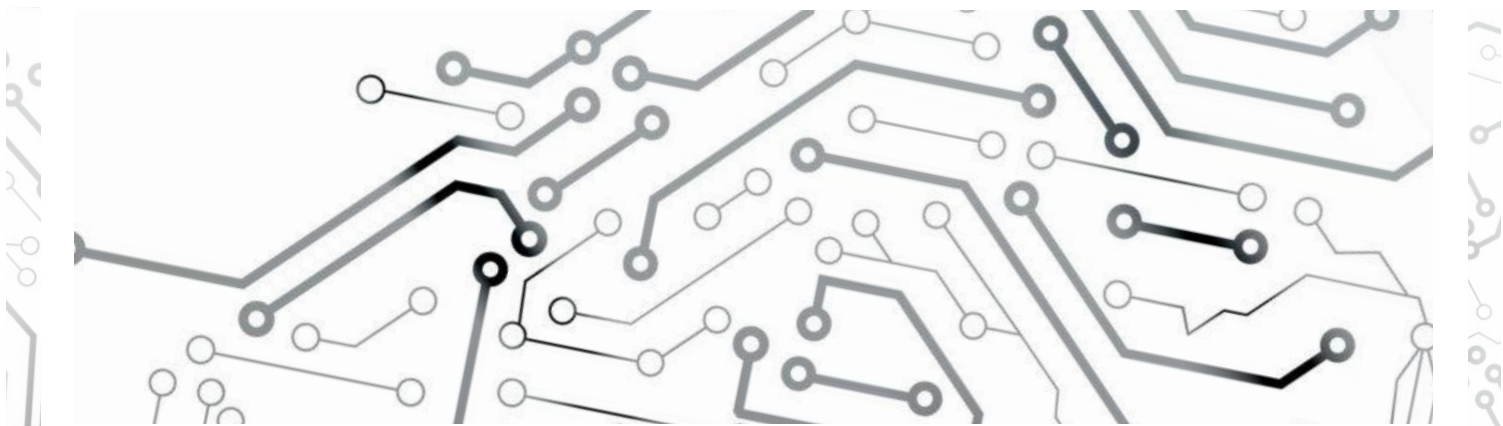
DevOps Admin Support

Thebes DevOps solution helps businesses improve their collaboration, communication and automation around software delivery and infrastructure changes. The solution enables building, testing and release to happen rapidly and frequently, in a reliable manner.

Thebes DevOps solution has been designed to simplify and coordinate the creation of a number of steps, work flows or tasks into a single manageable job. Without the solution and the formalised template methodology that come with it, requests are open to interpretation; requests can come in different formats or with irrelevant information and important information can be missed.

By using formalised templates and plugins, there can be a predictable outcome from a request, even if the requests come from different people or sources. The request is no longer dependent on which member of the assigned team picks up the request or if it is a fully automated step that requires no further human intervention. The work flow is designed and set up in one place and is immediately available to the rest of the team.

Thebes DevOps solution forms part of our suite of ITSM products.





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