

Merits Service

Flexible and Affordable IT Help



What is it?

- It is a flexible, pragmatic and economic way to acquire IT technical, consultancy and project resources
- It is a draw-down process for IT skills
- It is a scheme that allows telephone support to be called off in hourly units, or site visits to be used in daily units

When might I benefit from it?

- To provide skills capacity to cover for staff holidays, sickness and unexpected absences.
- For the provision of additional resources at times of peak workload.
- System Support – when application or system specialists are needed to provide a maintenance package or a managed service
- Legacy Maintenance – when older systems need to be supported, or hosted, while staff implement the new, replacement applications
- Planning and Initiating - when strategic Change Management and Performance Improvement Plans need to be developed
- Procuring - when replacement systems need to be selected, assessed and purchased at best value
- Implementing – when the integration of new systems into the infrastructure needs to be project managed, and data needs to be converted and migrated
- Testing and Training - when the Authority has either long or short term shortages in resources or skills
- Improving Performance - when Departments want to get the best out of their staff and their new systems

So easy to use

A simple and straightforward request mechanism using the Meritec ServicePoint Help Desk.

- Calls less than 15 minutes are not charged
- Calls over 15 minutes are drawn down in units of 1 hour
- Days drawn down as required within the contract period

How it works

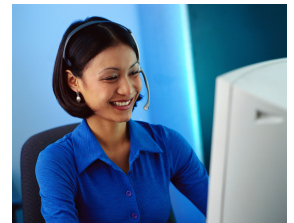
Prior to the start of the service one of our Account Managers will visit your site for a service start up meeting. This gives you the opportunity to plan the most effective use of Merit Days during the contract.

Merits Days are drawn down over the period of the contract, these days can be used for on-site and off-site support. Additional days can be purchased at any time during the contract.

At the end of each 6 month period you have the option of a visit and Service Review from your Meritec Account Manager in order to discuss previous delivery against the contract and to plan further call off. These meetings will also be used to keep you fully up to date with Meritec Services for which the Merits Days may be used.

Please see over for examples of services and skills available under the scheme. This is not exhaustive so please contact us if you have any requirements not specifically stated.

For further information on the range of professional services offered by Meritec please do not hesitate to contact us or visit our website.



Meritec

For more information please contact Meritec:

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Skipton
North Yorkshire
BD23 2UE

Telephone:
0845 3451144

Email:
servicepoint@meritec.co.uk

Website:
www.meritec.co.uk

A Merits service from Meritec costs £9,750 and consists of 15 merit days to be drawn down over a 12 month period.

MERITS SERVICE – EXAMPLES OF SERVICES AND SUPPORT AVAILABLE UNDER THE SCHEME

Business Applications	Software Providers	Technologies and Platforms	Reports and Queries
<ul style="list-style-type: none"> • Revenues & Benefits • Housing • Finance & Ledger • Document Management & Workflow • CRM • Social Services 	<ul style="list-style-type: none"> • Anite • Northgate/SX3 • Capita/Academy • IBS • Comino • Agresso • Radius • Civica 	<ul style="list-style-type: none"> • MS Windows/Exchange • MS Office • Oracle • SQL Server • UNIX • VME • Ingres • Citrix • Internet/Intranet (various) 	<ul style="list-style-type: none"> • Crystal Reports • Business Objects
Skills and Services			
<p style="text-align: center;">Technical</p> <ul style="list-style-type: none"> • Support & Consultancy • Application Development • Secure Web Development / Web Design • Secure Web Hosting • Database Analysis/Design/Development/Support • Data Migration/Conversion • Application Interfacing & Integration • Microsoft/Oracle Partners • Short/Medium Term Cover for Absence/Leave • Managed Service • Penetration Testing 		<p style="text-align: center;">Projects/Business</p> <ul style="list-style-type: none"> • Project & Programme Management, Assurance & Audit • PRINCE2 Practitioners • Business Analysis & Project Consultancy • Business Process Analysis & Change • Disaster Contingency Planning/Recovery Support • Testing Strategies & Plans • Tenders – SOR, ITT, Assessment, Marking etc. • Information Security 	