



# What is Six Degrees Managed Workplace?

Six Degrees Managed Workplace provides critical IT support 24 x 7 x 365 when you need it, primarily from our headquarters in London's St. Katharine Docks.



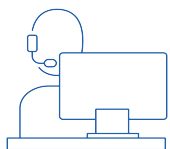
## Our typical model is:

- Coverage from 7am to 7pm English business days end-user support,
- 24 x 7 x 365 is available as an option where required.

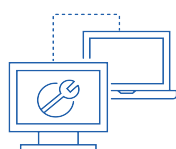
Our centralised Service Desk encompasses field service engineering, remote monitoring and management of infrastructure as well as managed anti-virus services. Our structured teams with qualified and experienced engineers will act as your first point of contact for any IT issues that you may experience, whatever the time and wherever you are in the world.

Priority 1 incidents relating to multiple users or sites down are always dealt with on a 24 x 7 x 365 basis. Our support teams are all IT engineers, working to ITIL best practice for Incident, Problem, Change and Configuration Management. Six Degrees utilise the ServiceNow ITSM suite to support our clients and we currently have over 120 clients consuming our End-user Service Desk.

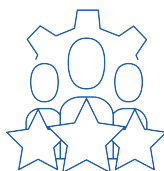
## What are the pricing models we offer?



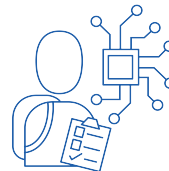
**End-user  
Service Desk**



**Remote Monitoring  
& Management**



**Client Service  
Management**



**On-site  
Engineer**

- For full end-user Service Desk, Six Degrees offer a flat per user charge with volume discounts available based upon the size or complexity of the environment. Similarly, remote support is provided on a per user basis; discounts are available based on volume of users. This straightforward model allows our clients to easily flex the number of users or locations that require support as their organisational requirements change. In certain bespoke instances, further discounts can be made based on a set number of incidents and requests or by capping the number of supported applications and devices.

**3,000** End-user support tickets per month and **>10,000** support cases are handled every month relating to services such as Cloud and Connectivity, all to make business simpler for our clients.

A major international private equity group that employs ~300 people across 14 offices based in the UK, mainland Europe, the United States and China:

*Six Degrees provide Service Desk, desktide engineering, LAN and WAN services and Remote Monitoring & Management of the complete on-premise IT estate.*

- Field and On-site engineers are available on request: they can be dedicated to a site full or part-time depending upon requirements and can provide either desk-based or on-premise support.
- Remote Monitoring & Management is charged per device, with options available for Detection, Resolution or Management for each individual device.
- Client Service Management [CSM] provides dedicated ITIL-trained professional service management for our Clients to achieve maximum value from the service through comprehensive problem management and continual service improvement [CSI]. CSM scales based on the breadth of services procured.

## How does a Client start using Managed Workplace?

Service transition consists of a step-by-step process as outlined below. Whilst transition timelines will vary depending upon the size, complexity and also the workload of the incumbent provider or internal IT resource[s], clients are often successfully onboarded within 6 weeks from contract signature.

Six Degrees is Responsible and Accountable for all of the Steps listed below, likewise our clients are Consulted and Informed for each.



## Let us help you

Six Degrees' Managed Workplace is just one part of our compelling product portfolio structured and designed to solve your business needs. With incredible support from our passionate in-house engineers alongside an innovative offering to create the solution that you need, contact us now, we are happy to help.

**CALL**  
+44 (0)20 7858 4935

**EMAIL**  
connect@6dg.co.uk

	Benefits	Output
<b>Environment Review</b>	Develop a high-level definition of the infrastructure in-scope for support.	<ul style="list-style-type: none"> <li>• Concise objectives for the infrastructure support project</li> <li>• An inventory of existing support Services to be Transitioned</li> </ul>
<b>Discovery</b>	A detailed investigation and analysis phase to capture all information required for the design finalisation.	<ul style="list-style-type: none"> <li>• High level definition: re-evaluation and amendment if required</li> <li>• High level Support Model defined to fit requirements</li> </ul>
<b>Design</b>	High level solution used as a basis for planning the Transition project.	<ul style="list-style-type: none"> <li>• Agreed proposal for the Transitioned state of the environment</li> <li>• Signed off Statements of Work (SOW)</li> </ul>
<b>Service Proposal</b>	Finalised proposal, plan and budget for the Service Transition.	<ul style="list-style-type: none"> <li>• Program plan showing recommended Transition timetable</li> <li>• Budgetary costing for Infrastructure, resources and ongoing service</li> <li>• High level Support Model</li> </ul>
<b>Transition Project Planning</b>	<ul style="list-style-type: none"> <li>• Project kick-off identifying project structure and documents.</li> <li>• Detailed plan of how to Transition each service component.</li> </ul>	<ul style="list-style-type: none"> <li>• Agreed plan for Service Transition &amp; Operation</li> </ul>
<b>Deployment</b>	Testing of the Service components required.	<ul style="list-style-type: none"> <li>• Optimally configured and tested solution</li> <li>• Technical and Service documentation for handover to our Service Operations.</li> </ul>
<b>Service Transition</b>	Controlled migration of your Services, locations, End-users into the Transition state.	<ul style="list-style-type: none"> <li>• Successfully Transitioned Services</li> <li>• Signed acceptance document.</li> </ul>