



IT SERVICE & SUPPORT



CONTENTS

1. OVERVIEW	3
2. UK LOCATIONS	4
3. CUSTOMERS.....	5
3.1 KEY CUSTOMERS	5
4. CAPABILITIES.....	5
4.1 INTRODUCTION	5
4.2 PRINTER SUPPORT	6
4.3 DESKTOP SUPPORT.....	6
4.4 SERVER SUPPORT	6
4.5 DESKTOP AND SERVER SOFTWARE SUPPORT	6
4.6 DESKTOP AND SERVER ROLLOUT.....	7
4.7 HELP DESKS	7
4.8 NETWORK SUPPORT.....	7
4.9 CONSULTANCY	7
4.10 SUMMARY	7
5 ACCREDITATIONS	8
6 ACCOUNT MANAGEMENT.....	9

1. OVERVIEW

LTM Supplies is a multi-vendor services company focusing on the implementation and ongoing support of IT infrastructures.

We offer support on a wide variety of NT, Novell, UNIX and Windows based computer systems, printers, peripherals, alongside a broad spectrum of networking architectures and software. We offer support on Hardware, Software and Communications to satisfy virtually any business need and will work with our customers to provide solutions, which will meet all their requirements now and in the future.

Our primary business focus has been a commitment to supporting a wide range of vendors' equipment, including HP/Compaq, IBM, Dell, Fujitsu and Toshiba.

It is a strategic objective of LTM Supplies to work with partners in multi-vendor support requirements, by building on joint operational relationships. Such partnerships are based upon our proven ability and commitment to deliver high quality multi-vendor service.

Within our partnerships we have extensive experience of working closely with organisations such as ATOSOrigin, PCWB and their customers in an operational and delivery capacity. We have a pragmatic approach to business, which is based upon focusing on what they do best - delivering the service. LTM Supplies is flexible and responsible both in price and account development to meet the ever changing market conditions.

Employing over 500 people worldwide within all our partnerships we are able to support a widening range of system.

2. UK LOCATIONS

LTM Supplies are able to offer support through our partner UK wide infrastructure, enabling businesses to expand and develop knowing the IT support infrastructure is already established.



3. CUSTOMERS

3.1 Key Customers

We provide business support solutions for the following sectors:

- Banking and Finance
- Education
- Utilities and Telecoms
- Services
- Retail and Distribution
- Public Sector
- Manufacturing
- Transport

Some of the key customers are:

- Kraft Foods
- ATOS Origin
- Alliance and Leicester
- Blue Arrow
- TSO (The Stationery Office)
- Her Majesty's Treasury
- Wiltshire Police
- Jaguar Cars
- UPS

4. CAPABILITIES

4.1 Introduction

We take great care to fully understand the customer's business and its IT requirements so that the support received is appropriate, cost-effective and highly efficient. The range of Services covers the following:

- Printer Support
- Desktop Support – Hardware and Software
- Server Support – Hardware and Software
- Helpdesk
- Network Support
- Business Consultancy
- Training

4.2 Printer Support

From personal inkjets to high-speed, large capacity and format colour imaging products LTM Supplies are able to offer nationwide on site and field based support, ensuring rapid problem analysis through sophisticated call screening.

We will maintain all equipment provided by your schedule and take full responsibility for the support of equipment to ensure that it functions to manufacturer's specifications. Possible SLA's to provide a fix or loan within the service criteria.

- **Resident site**
- **Field Service**
- **Preventative Maintenance** – Based on your call volumes and past experience we are happy to undertake a PM programme on your printers. Basis of PM is for you to provide the maintenance kit and us fit and clean the printer at minimal cost from the field or no cost subject to time being available for the resident engineer.

The hours of cover can range from Monday to Friday 0900-1700 up to 24/7 365

Service Levels for support can range from 16 hour FIX and Next Business Day Fix, which is our standard, up to 4 hour FIX.

4.3 Desktop Support

We can provide a full range of on-site or field based support applicable to the life cycle of desktop equipment, ensuring rapid problem analysis through sophisticated call screening.

4.4 Server Support

UK nationwide support of Servers including RS6000 and IBM Midrange, workstations and peripherals, irrespective of manufacturer and taking responsibility for the ongoing support of equipment, fulfilling any existing or extended manufacturer's warranties.

4.5 Desktop and Server Software Support

We can provide a full range of on-site or remote software support. Delivering remote software for SME businesses or satellite office locations. Software capabilities include first and second line support in Microsoft NT, Novell Netware, GroupWise, Managewise and IBM AIX. Specific to Novell, there are staff qualified to MCNE, CNE and CNA. We facilitate an effective response by providing high-level access to software providers.

4.6 Desktop and Server Rollout

We have the skills and experience available to us to undertake both hardware and software rollouts of IT equipment, including moves, adds and changes in existing environments. By involving LTM Supplies from day one, an implementation project plan is established, which includes site audits and full management of the rollout project.

4.7 Help Desks

We can provide multi-disciplined Help Desks that ensure the ownership and rapid resolution of user queries and system problems, whilst minimising disruption to the business. Help Desks are offered as an on-site or remote facility, offering fast access to highly qualified Consultants. Remote diagnostics and problem resolution via Technical Support specialists ensure rapid problem analysis through sophisticated call screening is also provided. Third parties can be managed through the help desk, which provides effective reporting of any faults and problems.

4.8 Network Support

We have the ability to undertake the design, implementation and support of networks; audit the performance of individual systems or complete sites; perform network health checks, offering advice on system integration with assistance in systems migration and implementation planning; and provide remote diagnosis and problem solution via our Technical Support specialists. Monitoring is something we also provide.

4.9 Consultancy

We have the skills and experience available to us to undertake a comprehensive evaluation of the requirements of a customer's business and assist them in maximising the benefits of their IT infrastructure. We offer fast access to highly qualified Consultants.

In addition, we can provide transition management and monitor progress on the resolution of a customer's IT problem.

4.10 Summary

LTM Supplies aim to maximise system availability and use technology to ensure a speedy and effective response, maintaining the closest possible communication between the engineers and customers. The progress of each problem is closely monitored to ensure that any necessary escalation occurs rapidly and decisively.

5 ACCREDITATIONS

Our partner has invested significantly in developing strategic alliances with leading businesses in the IT sector. Primarily this investment is, and will continue to be, in training, education and ongoing development of employees. This is an area in which we place great emphasis for, as a service business we are dependant on the quality of our employees.

The partnerships detailed below are very important. In practice, they give the ability to deliver the highest levels of service to customers by:

- giving us access to technical information not readily available to end-users
- sharing their future strategies with us
- detailing advanced product announcements
- offering preferred logistics arrangements

The following are not exhaustive, as LTM Supplies offer solutions on the majority of manufacturer's platforms. LTM Supplies have many years of experience, building relationships with numerous vendors from component level to distribution and are happy to provide support on your chosen platform.

Accreditations include:

- Compaq Service Provider
- HP Service Delivery Partner
- Microsoft Solutions Provider
- Novel Service Partner
- IBM Service Provider
- Dell Customer Appointed Third Party Maintainer
- Toshiba Authorised Service Provider
- Fujitsu Authorised Service Partner
- S-CAT Prime contractor

6 ACCOUNT MANAGEMENT

LTM Supplies fully understand how critical effective and ongoing Account Management is. This has therefore developed into an internal culture where the main focus of our business is our clients. Our Account Managers are involved in the initial sales process, ensuring both continuity and ownership. The customer driven culture ensures our customers requirements will be listened to throughout the term of the agreement and kept fully informed and updated by whatever method requested.

A member of our customer service team is allocated to each customer. The over-riding function is to act as dedicated representatives within the LTM Supplies organisation. At scheduled, mutually convenient intervals, they provide updates on service levels and make any amendments necessary.

Reports can be provided with any level of detail from the Bespoke Management Information System, Tesseract™.

Once a partnership has been agreed, a mutually convenient implementation is scheduled, ideally prior to the commencement of cover. This ensures a smooth lead into the agreement and will be the point at which the reporting and account management procedures and formats are tailored to each customer's specific requirements. An experienced implementation manager will be allocated at the award of the contract and remain part of the team until he/she is satisfied the contract is running smoothly.

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