

# Technical Services

The management of an IT infrastructure is a costly activity, requiring specialist skills from highly trained staff. From the network all the way through to the desktop, reliable service levels and expert deployment are essential.



Further education colleges and local authorities across the UK are benefiting from Tribal's expertise in the management of:

- Network and communication facilities
- Operating systems
- Third party software applications
- In-house databases
- Business continuity
- System resilience

## Benefits to your organisation

- Consistent, reliable service levels
- Clear visibility of costs
- Improved business efficiency
- Reduction in recruitment and retention of IT specialists
- Access to proven expertise and an established delivery framework
- Transfer of risk for delivering contractually agreed outputs

## Why Tribal Managed Services?

By working in partnership with the Tribal Managed Services team, you can be confident in the resilience of your core systems and benefit from economies of scale offered by a specialist provider. We offer:

- An established track record of delivering IT services to the public sector
- Proven methodologies for service delivery and support
- Quality assured services to the TickIT (ISO9001) standard
- Access to a breadth of expertise and experience of a specialist national company

*"It has been an enormous advantage to have Tribal managing the database and system administration for us. The technical managed service allows the team to concentrate on the key changes to our business processes."*

Linda Davis, Resources Manager, Kent Adult Education Service

## Service elements

Organisations can choose from single elements of our services to a full managed technical service incorporating all elements detailed below. These services can be provided regardless of your existing software and hardware.

### System management

To optimise the performance of your IT systems, we can undertake the management of your servers, operating systems and software applications.

We offer:

- Server management
- Capacity planning and storage management
- Application management
- System and data migration
- Local user and group management
- Performance and availability monitoring
- Server and application backup management

### Database administration

From planning and allocating system storage requirements to monitoring database availability and performance, a specialist in-house database team provides a full management service for Oracle and SQL Server databases.

We offer:

- Database management consultancy
- Database creation, modification and upgrade
- Performance optimisation and availability monitoring
- Capacity planning and storage management
- User administration and monitoring
- Database backup management and recovery
- Standby database management

### Business continuity

In the event of a disastrous event resulting in loss of your business-critical applications, you need an efficient, reliable and tested plan to restore business functions. We work in conjunction with your organisation's business continuity programme to meet defined recovery point objectives.

We offer:

- Consultancy on the development of IT contingency plans
- Application and data backup and recovery strategies
- Hosted 'warm site' for system restoration
- Allocation of a business continuity co-ordinator
- Annual operational test
- High availability applications

See our Business Continuity Overview for more information.

### Network services

We have expertise in the design, implementation and management of Wide and Local Area Networks, telecommunications, Internet and email.

We offer:

- Network strategy consultation
- System specification and procurement
- Supplier management
- Infrastructure design and implementation
- Configuration management
- Performance monitoring and optimisation
- Security design and management

For further information contact:

Tribal Managed Services  
St Mary's Court  
55 St Mary's Road  
Sheffield S2 4AN

email: [info@tribalmanagementservices.com](mailto:info@tribalmanagementservices.com)  
telephone: 0114 219 6000  
[www.tribalmanagementservices.com](http://www.tribalmanagementservices.com)



Tribal Managed Services is a Tribal Technology business