

CAPITA



Specialist technical skills and extensive capabilities with Managed Services from Capita Further and Higher Education

Free up your staff and resources by letting Capita FHE's Technical Services team support you

In a busy management information department with challenges to provide accurate data to managers and statutory bodies, it is not always possible to have the skills to manage complex technical environments. We don't expect you to be experts in operating and managing these complex, technical environments. Now we can remove this headache from your busy agenda. Capita FHE can provide you with comprehensive technical systems management and online database administration services.

With remote connections in place, colleges, universities and training providers can select the following components to form the complete service they receive:

UNIT-e upgrading and patching

This covers the core UNIT-e database and application executables. The additional components of Columbus/IB.Net, Online Services, VQMT, Dayview/Room Bookings, Attendance Grid and UNIT-e Tools for SharePoint and Reporting Services.

Database management and upgrade

Available for Oracle and Microsoft SQL server databases. This option provides all upgrades and patches needed to ensure UNIT-e operates correctly.

System checking

Through connecting remotely to a customer's system, periodic checks are performed to monitor the status of the operating system, database management system and UNIT-e. Following

the checks, a comprehensive report detailing the findings is sent to the customer.

Operating system upgrade

This option ensures that UNIT-e is operating correctly and within supported software levels, by providing the application of upgrades and patches to the server operating system.

Technical support service

A mandatory component, this service is scoped according to the other services selected.

Benefits of implementing Capita FHE's Managed Services

- Reduces on site technical staffing and resources
- Assists with implementing, upgrading and troubleshooting the complete UNIT-e software solution
- Partners closely with your system providers
- Provides expert knowledge of the software solution
- Accesses the extended technical abilities available from Capita FHE Technical Services team

Please speak to a member of the Capita FHE team for further information of the Managed Services offerings available and for details of pricing structures.