Services Porfolio
Advance with us

satec

Companies are facing a changing situation in which the ICTs have become the basic support for achieving strategic objectives and provide new areas of activity and differential edges over their competitors. However, the complexity of the technological models applied to the new way of doing business calls for the cooperation of experts able to contribute to the optimization not only of the systems, technical resources and applications, as had been the case hitherto, but also management, so that the client may focus upon his business. Today, it is necessary to deliver a constant stable service, at predictable costs and within an agreed quality. This is where the concept of "Services" acquires its full importance.
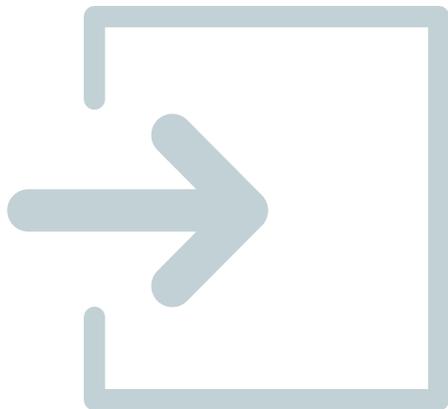
The Services offered by SATEC are proving to be key differential elements that contribute to the success of the business.

SATEC Services cover everyday activities in order to keep ICT resources up to date, secure, productive, consistent and available at all times for the benefit of organizations.

SATEC acts not only as a supplier, but also as the client's technological partner, playing a facilitator role.

SATEC provides a wide portfolio of Services, increasingly more oriented towards the real business needs of the companies and based on the latest technologies at all times.

Besides performing the routine tasks of support, maintenance, technical service, etc., SATEC becomes involved in assuming control of the network, foments automated ongoing system management and does not wait for trouble to arise to be put right by the distributor. In other words, we see to it that technology becomes a source of productivity for business by way of prevention.

To sum up, the main features of the Services provided by SATEC are:

- ↗ Flexibility. They are services that are tailored to the needs of organizations. They help to meet the changes in processes of growth and technological innovation with greater flexibility, with the resultant reduction in market response time, as they are scaleable, remote, self-contained and open to delegation.

- ↗ Quality. They are based on a quality commitment by means of technology level agreements in line with the service of the organizations.

- ↗ Reliability. They supply information in real time on the state, trends and development on the basis of defined indicators. They provide ongoing control. The system management lies in the hands of personnel who are expert in the technologies involved.

- ↗ Cost saving. SATEC Services are tailored to the "core business" of organizations and generate substantial savings in the costs associated with their operations.

SATEC Services not only permit maximum utilization of the advantages and the huge potential that the new technologies offer business, but they also make it possible to cope with the growing complexity entailed in their implementation and subsequent maintenance and updating.
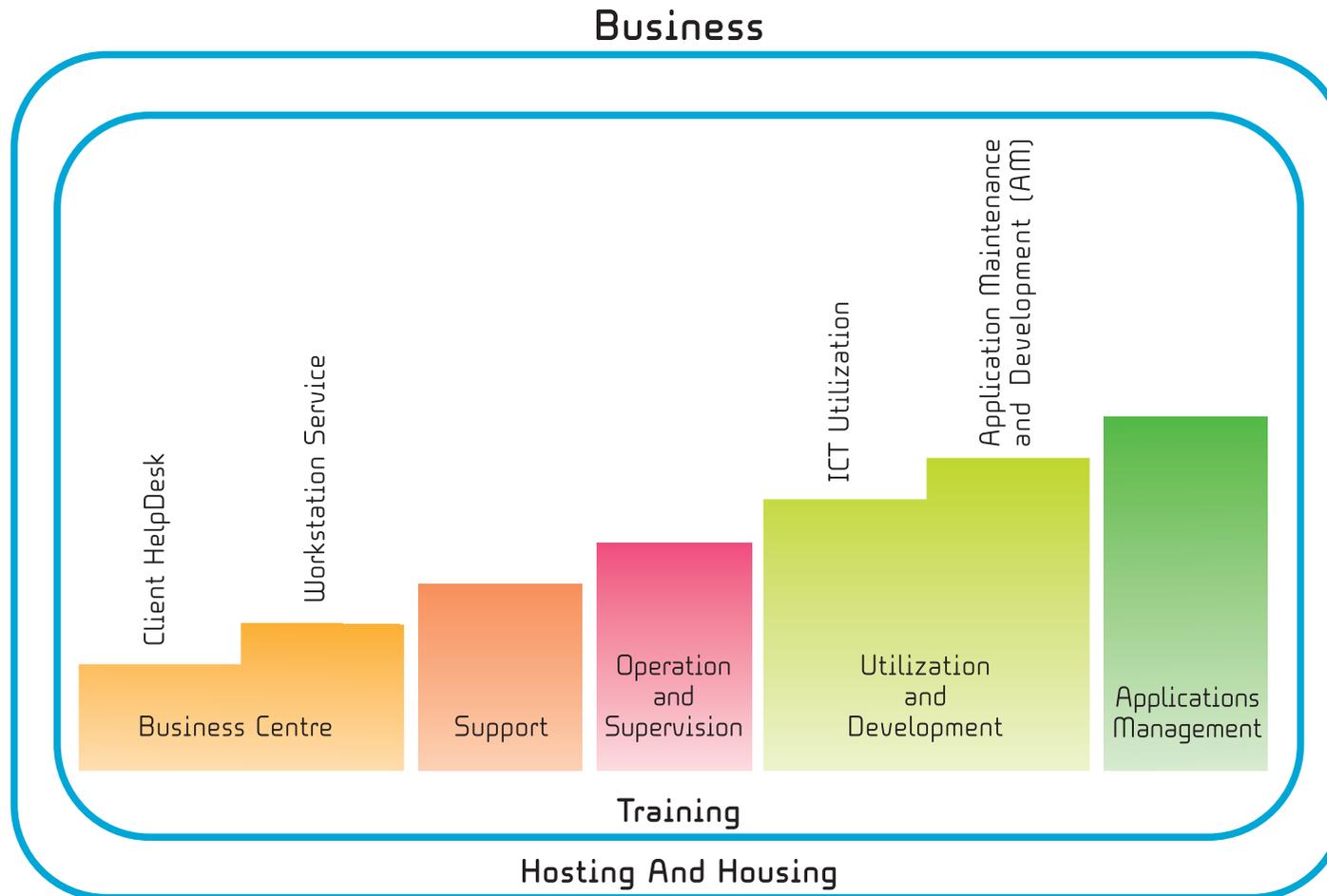
When we talk of SATEC Services, these are always defined under the premises of:

- ↗ Management: Services in line with the best practice standards (ITIL, ISO 20000), which are focused on managing the whole life cycle of information systems.

- ↗ Improvement: Aimed at optimizing the efficiency of technological solutions, they help companies to bring their ICT investments in line with business objectives.

- ↗ Innovation: Proposal of new ideas involving the use of new technologies and the application of existing systems in an innovative way to offer companies a real competitive edge and successfully increase their profits.

SATEC SERVICES PORTFOLIO

SATEC Services are based on a modular, scaleable and open architecture that can be tailored to the different needs of each business.

The SATEC portfolio is divided into different service modules:

Business

Client HelpDesk

Workstation Service

ICT Utilization

Application Maintenance and Development (AM)

Business Centre

Support

Operation and Supervision

Utilization and Development

Applications Management

Training

Hosting And Housing

Immediatte response at lower cost

The main function of the SATEC Client HelpDesk is to channel and handle those telephone calls, faxes or e-mails that are received for re-routing to the department or supplier who can best deal with the request.

It is the point of entry to the SATEC Services portfolio, where all requests are received properly and, if necessary, they are directed to the specialized department or supplier.
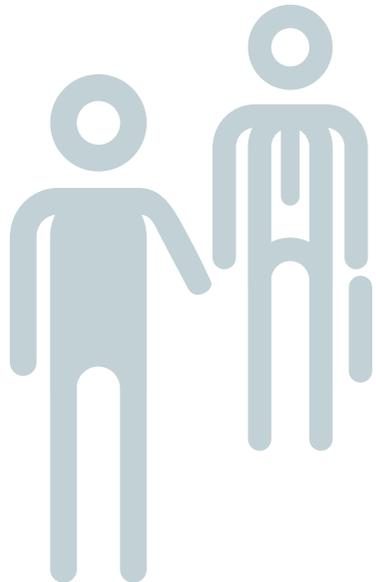
SERVICES CENTRE
Client Helpdesk
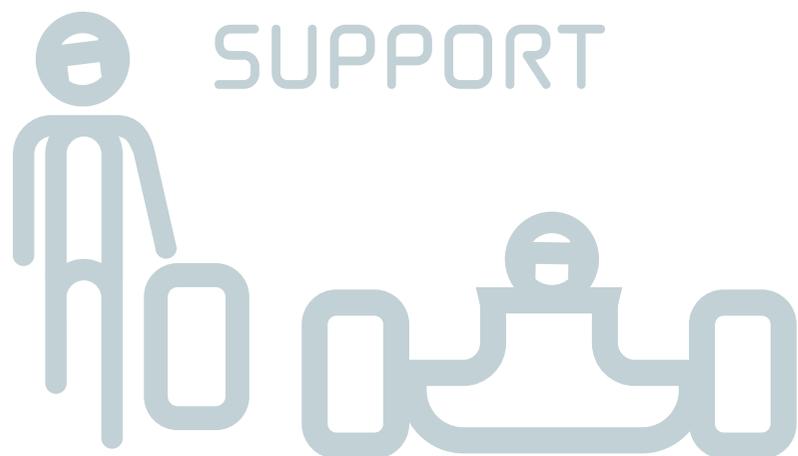
SERVICES CENTRE

Workstation Service

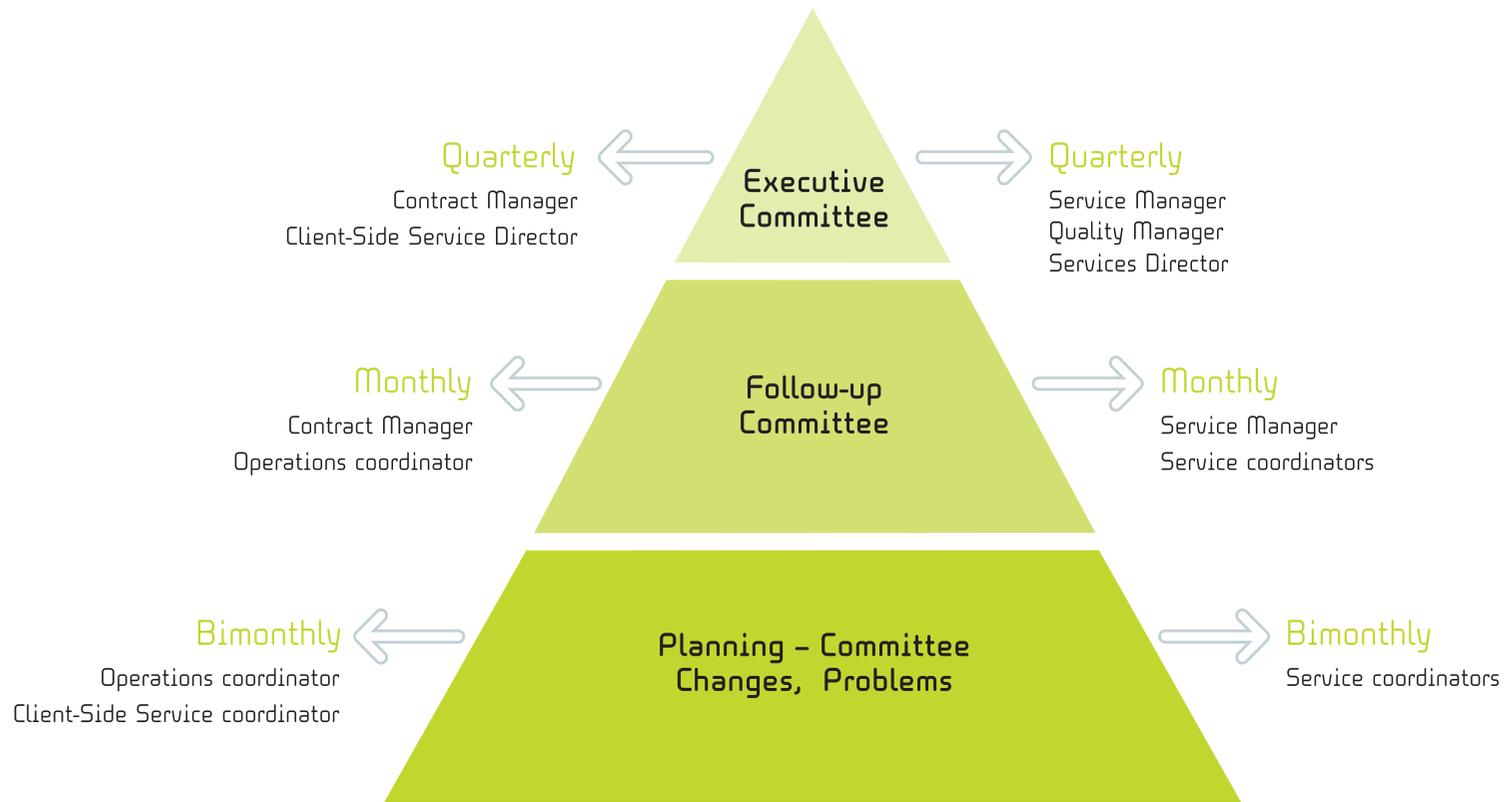# We can help you in your business

It is a case of the integrated management of the everyday needs that arise at the workstation.

SATEC offers a single contact point for the reception of events of any kind and technology, enquiries and decisions concerning internal information technology, incorporating the most suitable methodology, equipment and human resources.
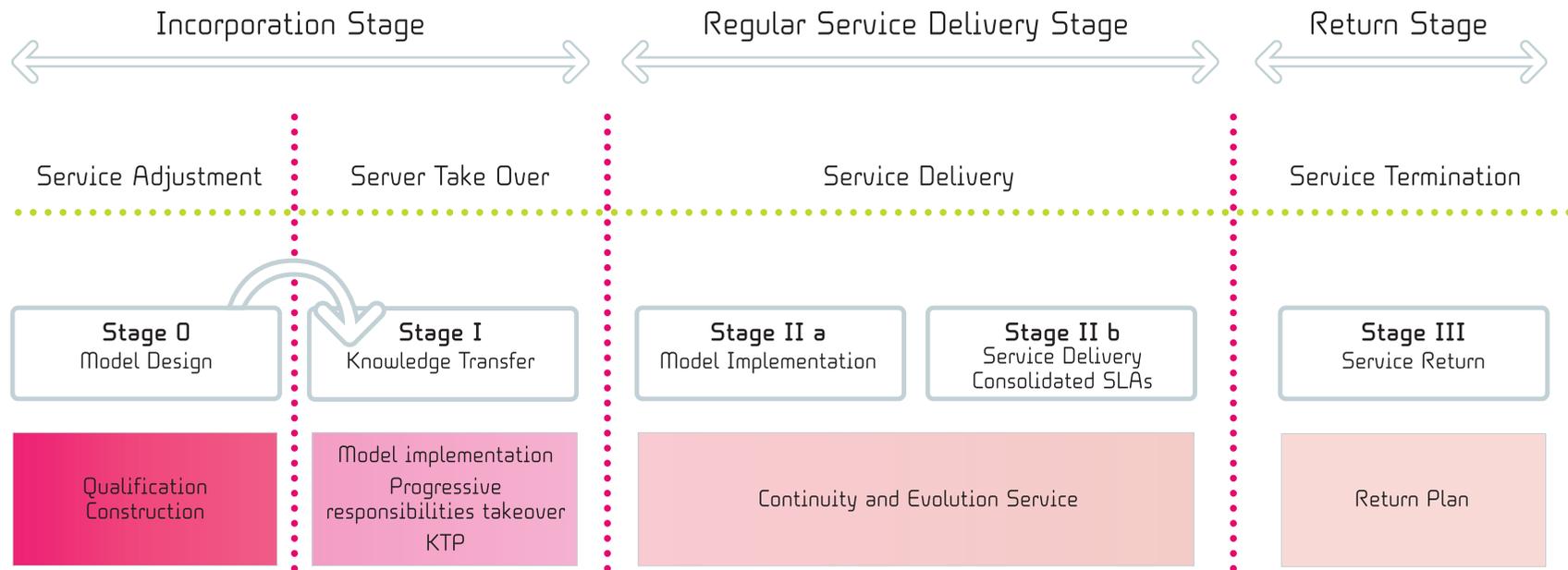
As a global solution integrator, SATEC has a Support Area whose main aim is to assure the correct working of any of the Services offered to our clients. These may include both "Hardware Support" and "Software Support", different levels being defined in accordance with the cover needed for each case.

Assuring the perfect operation of any of your services

SUPPORT

Quarterly

Contract Manager
Client-Side Service Director

Quarterly

Service Manager
Quality Manager
Services Director

Executive
Committee

Monthly

Contract Manager
Operations coordinator

Monthly

Service Manager
Service coordinators

Follow-up
Committee

Bimonthly

Operations coordinator
Client-Side Service coordinator

Bimonthly

Service coordinators

Planning – Committee
Changes, Problems

Operations and Contractual SLAs

Incorporation Stage		Regular Service Delivery Stage		Return Stage

Service Adjustment	Server Take Over	Service Delivery	Service Termination

Stage 0 Model Design	**Stage I** Knowledge Transfer	**Stage II a** Model Implementation	**Stage II b** Service Delivery Consolidated SLAs	**Stage III** Service Return

Qualification Construction	Model implementation Progressive responsibilities takeover KTP	Continuity and Evolution Service		Return Plan

Watching over and monitoring the most critical aspects of your business

SATEC encompasses all those recurrent and predictable tasks amenable to being automated and operated by skilled personnel, whether on the client's own premises or at the SATEC Operations Center.

The SATEC Supervision Service watches over and monitors company information systems with SATEC's resources, so that costs may be saved both in terms of investment in own infrastructure and of dedicated personnel.

The personnel and technological resources in production for their provision guarantee immediate action in accordance within the agreed procedures, thereby assuring 24x7 peace of mind.
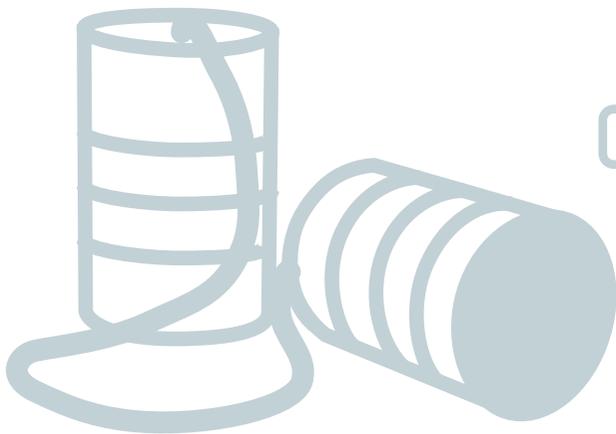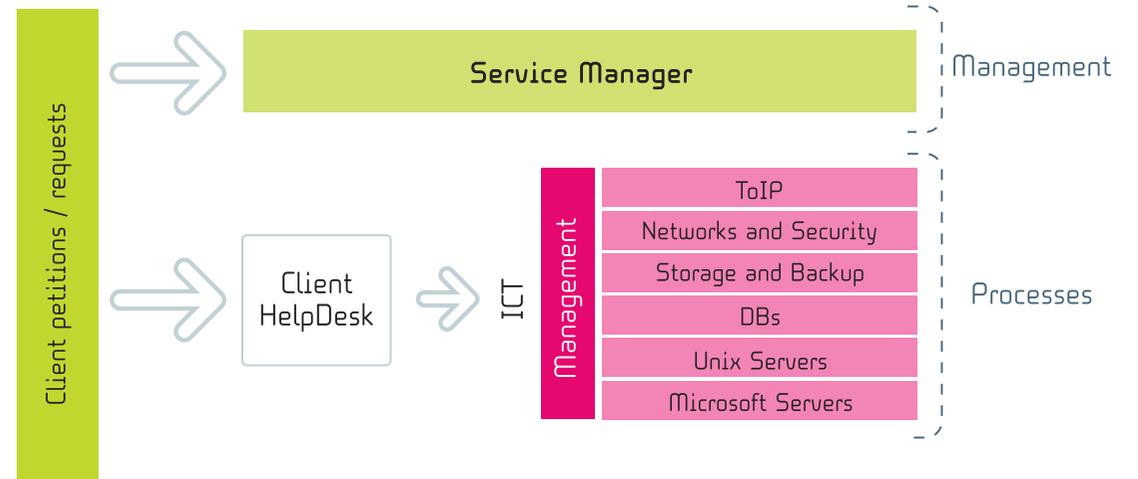
OPERATION AND SUPERVISION

SATEC takes advantage of the client company's information systems. The service provided by SATEC covers both delegated administration and management of all its systems, databases, communications, security, and so on, assuring their availability.

State and historic reports are generated of the different ICT components that assist companies when it comes to decision making, and a Balanced Scorecard is even supplied, if so requested, endowed with various means for measuring the different SLAs, etc.
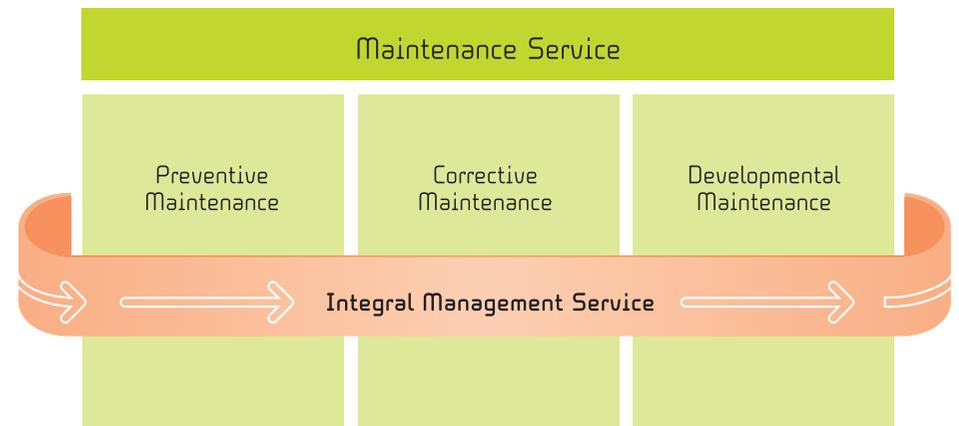
Assuring the availability of your systems

OPERATION AND DEVELOPMENT
ICT Utilization

Applications maintenance and development service

SATEC has wide-ranging experience in applications maintenance and development and recognized prestige in their evolution.

The service provided by SATEC covers second level user support, corrective, preventive and developmental maintenance, as well as time allotments that assure the continuity of the business.

Maintenance Service

Preventive Maintenance	Corrective Maintenance	Developmental Maintenance

Integral Management Service

OPERATION AND DEVELOPMENT
Applications Maintenance and Development

Integrated service that watches over your business

SATEC provides an integral service for following up the business in the information systems and through the management of the applications and levels of service that are offered.

The SATEC Applications Management Service carries out "end to end" business follow-up, determining the impact of events on it, adapting contingency solutions and watching out for the business through monitoring the operating systems, databases, communications, etc., i.e. at all stages of the service within the life cycle of the information systems.

To assure compliance with service levels, SATEC will give preference to:

↗ Integration of new functionalities in the platforms.

↗ Acceptance in the deployment and volume testing.

All this can be achieved thanks to a group of expert consultants aligned with both business and technologies.

SATEC, your best technological partner

Applications Management

Flexible housing of all your servers and infrastructure, including associated services

SATEC completes its service offering through InterHost, a company belonging to the Group, focused on the management and outsourcing of information systems, amongst which we may single out web services, housing, performance analysis, and so on.

SATEC provides flexible housing with full server and infrastructure maintenance in a managed, secure and redundant environment at specialized Data Centers in Spain and Portugal.

Hosting
Housing

Broad-based staff
of certified instructors
with teaching
qualifications

High-quality
customized teaching

SATEC offers Technical Training from a basic to
advanced level and works out joint training plans.
For this purpose we have a human team of highly
qualified certified instructors capable of providing
the training and certification needed for the different
professionals in the sector.

Training

SATEC Services have become a valuable tool for organizations through optimizing the use and management of their ICT resources. Not only does it allow them to draw maximum benefit from the advantages and the enormous potential of ICT, but also to cope with the growing complexity entailed in their implementation and subsequent maintenance and updating.

Today SATEC Services are an affordable solution for companies, as they allow them to focus on their business without forgoing the quality and advantages offered to them by the new technologies, so that they may develop and harness economies of scale through always having expert personnel on immediate hand qualified to make best use of information systems, irrespective of the new services or elements required by the business and without the costs and problems entailed in permanent training needs. There is no doubt that SATEC Services facilitate the access of organizations to the market at the lowest cost and at the fastest rate.

Conclusions