

---

Technology Solutions

---

Professional Services

---

Managed & Support Services



---

# Keltec Overview

Business driven IT Solutions and Services

---



[www.keltec.co.uk](http://www.keltec.co.uk)



---

# Contents

---

---

<b>Welcome</b>	<b>03</b>
----------------	-----------

---

---

<b>Technology Solutions</b>	<b>05</b>
-----------------------------	-----------

---

---

<b>Professional Services</b>	<b>07</b>
------------------------------	-----------

---

---

<b>Managed &amp; Support Services</b>	<b>09</b>
---------------------------------------	-----------

---

## Why Keltec?

- Established since 1994
- Dedicated Partner Team
- Technically Accredited Consultants
- Integration Centre
  - Off-site
  - Build
  - Test compatibility
- Managed Services 24x7
- Support / Help Desk Services for all your needs

# Welcome

## Keltec Overview

Keltec provides a comprehensive portfolio of information technology life-cycle solutions and services - from planning and implementing technology solutions to ensuring the highest levels of availability through Support, Helpdesk and Managed Services.

Keltec partners with major worldwide organisations including Hewlett Packard, Sun Microsystems, VMWare, Platespin and Microsoft and works closely with our clients to develop solid relationships in order to understand and address business issues. We bring our expertise, experience and partnerships together to deliver integrated technology and service solutions.

Whether planning and designing the IT infrastructure, implementing and integrating systems or supporting, monitoring and managing the IT environment, Keltec has the capabilities to deliver real business benefits by optimising business systems and ensuring those systems are managed and supported.

A project's success depends on in-depth planning, delivery and support to the highest standards. At the heart of Keltec's service delivery and project management expertise is our AAIMS delivery process aligned to the Prince2 project methodology and ITIL services framework. That is how Keltec and our customers know that the solutions designed, integrated and supported by us are of the highest quality and powered to give you the competitive advantage you need going forward.



Our Managed and Support Services division supports diverse infrastructures and pulls together our customers' IT support requirements into a single point of contact. Keltec's Managed Helpdesk streamlines and supports your business for rapid resolution of problems.

Proactive and advanced Managed Services around network and system monitoring detect and head off issues before they become a major incident leading to possible down time, an event that no business can afford today. Shored up by business continuity and disaster recovery services, Keltec really does deliver end-to-end solutions and services for a broad range of customers across the UK.

The future-proofed IT infrastructure solutions and services we develop and deliver will help fulfil your organisation's goals and deliver real value that matters.



---

# Technology Solutions

---





## Key solutions include:

- Provider of best of breed products
- Consolidation of data centres and computer centre architectures
- Virtualisation to maximise performance and manage workloads
- Information lifecycle management solutions to optimise storage resources
- Enterprise server and storage solutions

## Technology Integration & infrastructure solutions

Keltec specialises in working closely with our clients to design, plan and implement innovative enterprise server, storage and virtualisation solutions.

Getting your underlying information technology infrastructure right is vital for your organisation. Your desktops, servers and storage systems should all work together efficiently and be responsive to all the company's current needs with built-in flexibility for the future.

Optimising the performance and efficiency of disparate architectures and systems found in mid-size organisations is what Keltec does best. With extensive experience as an IT Integrator and Solutions provider, our server consolidation, optimisation and virtualisation solutions help our customers to reduce their costs, energy consumption and complexity whilst providing easier and more efficient manageability.

We provide virtualisation of the desktop, server, storage and application to give you more security, flexibility, central management and high availability, with better utilisation of resources, less energy costs and a rapid return on investment.

Our Storage and Information Lifecycle Solutions will help you gain better control, access and archiving of your data - keeping your data secure and manageable.

The provision of best of breed products combined with Keltec's own expertise and partnerships with global vendors such as Hewlett Packard and Sun Microsystems, we can design and implement IT architecture and systems using the latest proven products and technologies.

Dependable solutions to help give your business a continuous competitive edge and peace of mind.

# Professional Services



## Our IT skills and resourcing services include:

- Keltec IT Consultants and Project Managers
- Access to more than 250 consultants qualified for Keltec's IT Associate Consultants Programme
- Highest levels of Partner Accreditation
- Pre and post technical support
- Project consultancy and management to Prince2 standards
- Service management to ITIL standards.
- Business process consulting to align business and IT strategies
- Solutions consulting to design and deploy applications effectively and securely
- Skills and resourcing to augment your in-house resources with specialist IT expertise

### **Simon Fennell, Project Manager, Clifford Chance**

"Keltec brought the experience of having already carried out this type of work. In particular, they approached it in a very structured way. The Project Manager and Technical Architect were able to build the methodology and were well-rounded in the field of messaging."



## Make IT a business enabler not a business cost

Keltec uses its extensive skills to ensure our customer's IT infrastructure is more efficient, effective and aligned to business processes and delivering maximum return on investment now and in the future.

Keltec's Professional Service Consultants are at the leading edge of their business and technology disciplines - and we make sure they stay there through on-going accreditation, training and on-the-job experience.

To augment our own skills and be able to offer service solutions comprising components beyond our own knowledge base, Keltec has established a 250-strong pool of Strategic Partner Consultants. They are all specialists and each has signed our Associate Consultant Programme so our customers can be assured they get professional services compliant with Keltec's established and exacting standards.

Our focus is on giving you an honest picture in assessing your organisation's business and IT needs in evaluating whether the solution is right for you. With our global partners – such as HP, Sun Microsystems and VMWare, who are leading the switch to virtualisation – we can develop a solution ideal to meet your needs.

Our Information Life-Cycle Management Consultants will assess what data is critical to good governance and compliance within your organisation so that the ILM strategy we design is the most appropriate for your business.

All IT projects are managed by Prince2 Certified Project Managers who co-ordinate everything needed to make the implementation a success and completed on time and within budget.

We use Information Technology Infrastructure Library (ITIL) services to ascertain your company's ITIL readiness. Where gaps exist, we address them and through rigorous pre-and post-implementation quality assurance methodology, ensure standards are maintained.

Keltec will typically perform an initial hardware build at our Integration Centre in Bracknell. This will ensure that all parts are present and operational before the hardware is shipped to the client.

The Keltec Integration Centre provides one of the highest quality build and test environments for its customers and in house consultants. This facility allows us to fully pre-build, integrate and test systems from simple desktop platforms to fully integrated high availability clusters. We place great importance on our consultants achieving high levels of expertise and accreditation. As such, all our integration consultants are highly trained and qualified in their field of expertise and closely aligned to their partner equivalents.

As part of our Integration Centre capability and process, Keltec records all serial numbers and software licensing information within each configuration (where applicable) for purposes such as warranty/support registration. These detailed records are retained for an agreed period and can be communicated to the client as required. The benefits of providing this service are to reduce the overall management and procurement cost for the client.

---

# Managed & Support Services

---



---

**Steve Beats, Technical Director, DRS**

“From the beginning Keltec understood exactly what we wanted and were able to pull it all together and get the system up and running for us against tight deadlines.”



## Keltec's services include

- Managed Services for 24x7 monitoring, management and protection
- Support/Helpdesk Services for a one-stop shop for multi-vendor system support management
- Disaster Recovery Services to keep critical infrastructure operating in an emergency
- Service Management to simplify service contract administration and delivery
- Skills and resourcing to augment your in-house resources with specialist IT expertise
- Maintenance Services

## Consolidate all of your support requirements with Keltec's best of breed services

Keltec managed and support services ensure 24/7 availability and business continuity for critical IT infrastructure and applications.

We bring our extensive IT expertise and that of our strategic partners to bear on the services we offer. That way you can concentrate on your business, while we focus on meeting the challenges of ever-evolving IT environments.

We can help you maximise the productivity of your own human and physical IT resources yet reduce the cost of your IT operations. And we will help you continue to implement innovative technology that ensures competitive advantage at minimum risk.

Our managed services provide a complete outsourcing solution or out task elements of your IT support requirement that can be delivered more efficiently than in-house. We deliver a package of services structured to your business needs.

Services include Remote Monitoring & Management of Systems, Network and Database Applications; Hosting Services for IT Server, Storage and Network Infrastructure; and Business Continuity Services enabling a proactive approach to delivering continuity in your business activity in any event.

Our Support Services cover proactive remote problem diagnosis and support; on-site support of your entire IT infrastructure from notebooks and desktops to servers, networks and storage systems; software support, secure off-site data back-up and the management of installation moves additions and changes (IMAC).

Keltec's Support Desk provides a single point of contact for all hardware, operating systems and application from our 24x7 support centre, delivering event monitoring, management and tailored reporting against SLA's.

All customers have access to a web based portal, giving them the ability to view all of their contracts on line and the status of those contracts with expiry dates, helping them plan their renewal requirements in sufficient time.

---

## Keltec Limited – Head Office

2 Bracknell Enterprise Centre  
Easthampstead Road  
Bracknell  
RG12 1NF

Tel: 01344 306700  
Fax: 01344 306800

## Keltec Limited

Four Oaks House  
160 Lichfield Road  
Sutton Coldfield  
B74 2TZ

Tel: 0121 308 6100  
Fax: 0121 308 6800

[contact@keltec.co.uk](mailto:contact@keltec.co.uk)  
[www.keltec.co.uk](http://www.keltec.co.uk)

---

