



Consensus Foundation Infrastructure Services



Advantage Managed Services

Consensus Consulting uses a Project Office approach with industry standard tools and methodologies to deliver timely solutions to complex, technical problems

Who We Are

We are known for providing effective business focused solutions that unlock the potential of our customers IT investment. Providing business and technology insight to clients, our consultants act as a catalyst to ensure that their IT technology foundation is able to meet future challenges - enabling them to become an Adaptive Enterprise

What We Do

For organisations undergoing significant change, we offer a team of trusted, skilled, and passionate consultants; proven methodologies; and solution innovation to consult, design, build, manage and maintain new or enhanced IT infrastructures in support of business initiatives. Our engagements result in reduced time to market, reduced risk, and reduced cost.

Managed Services

Consensus Consulting is able to provide both management and technical resources to support a clients IT Support Services allowing the client to focus on their core activities. Resources can be part of the clients project team working in specific areas of responsibility or directly manage the project and clients staff.

Technical on-site and remote support can be provided for Linux, Intel and UNIX operating systems, as well as application support in these operating environments.

AdvantageSM Managed Services Overview

The AdvantageSM range of Managed Services are offered under the FoundationSM range of Infrastructure offerings from Consensus Consulting and are provided in partnership with Redbus Interhouse and Advance Seven.

Redbus Interhouse provides the colocation element of the service, Advance Seven the application and connectivity monitoring elements. Jointly the strategic partners operate to deliver highly robust managed services to our clients from the Redbus Interhouse Sovereign House facility in Canary Wharf, London.

There are four options available within the Advantage offering - Advantage Prime, Advantage Premier, Advantage Premier + and Advantage Excel.

AdvantageSM Prime

This service offering provides colocation services with systems administration, operating system and hardware fault analysis and management, general help-desk and end user support during Prime Shift 09:00 - 18:00 Monday to Friday.

AdvantageSM Premier

This offering provides Advantage Prime base services plus in addition, 5 x 24 Monday to Friday out of hours support operated via a call despatch service. This will include full dial-in capability for out of hour's calls with hardware faults managed via the maintenance agreement for the equipment. Problems are logged and escalated to the on-call management to ensure both technical and management escalation is available to the clients Service Manager for liaison and escalation.

Advantage Premier provides a hosted package at the Sovereign House facility with equipment located in a locked rack with access only permitted to authorised Consensus Consulting support staff or nominated hardware engineers under the control while onsite by our business partner Redbus Interhouse. All access to the rack is recorded and signed for and available to the client's management for scrutiny and review.

During the day shift an onsite technical engineer will progress the fault. Out of hours there will be remote diagnostic access response to a fault within one hour, and within four hours of the fault being logged on-site engineer support if necessary to carry out remedial work.

Consensus Consulting uses remote

alerting for faults whereby the equipment will automatically alert the on-call engineer of problems via both email and an alert sent by SMS to their cell phone. Customer management is also emailed using the same facility such that a review of problem resolution and service provision can be established. This approach ensures problems encountered overnight are rectified in advance of normal operation during the day where the impact will be on normal business operations.

AdvantageSM Premier+

Our Premier service offering provides Advantage Premier services plus in addition a 7 x 24 Monday to Sunday out of hours support operated via a call despatch service.

AdvantageSM Excel

In conjunction with the above offerings Consensus Consulting offers a full Disaster Recovery capability for the infrastructure / products under management. This option can be provided via additional equipment being located either at another Redbus Interhouse location or utilising sites within the customer organisation



"We are the Catalysts for Positive Change."

Focused at the board level, our industry expertise allows companies to realise the potential of information in their organisations. Consultants working with key executives carry out evaluations that will directly affect the way in which you deliver new or improved products to your customers whilst maintaining control over costs. Recommendations span from strategy to architecture and design. Consensus can also manage any programme and project requirements arising from the recommendations and resource technical implementations.

What makes us different from other consultancies is that we do not only talk and advise - we actually provide project management and people that deliver the solution. We have an impressive track record of the successful delivery of solutions to complex technical problems. We commit to long-term relationships with our customers.

Consensus Consulting offerings Consensus InsightSM, Consensus CatalystSM and Consensus FoundationSM Services are aimed at providing solutions that ensure technical implementations fully support a client's business strategy.

UK Registered Office

Stanmore House
83 Stanmore Road, Edgbaston
Birmingham B16 9SU
T: +44 (0)845 070 9001
F: +44 (0)1353 740139

UK Regional Office

Compass House, Vision Park
Chivers Way, Histon
Cambridgeshire CB4 9AD
T: +44 (0)845 070 9001
F: +44 (0)1353 740139

German Office

Schießstättstr. 30
80339 München
T: +49(0)89 5199 6755
F: +49(0)89 5199 6719

U.S.A. International Office

1250 Minnesota Avenue
Winter Park, Florida 32789
T: +1 407 677 6616
F: +1 407 677 6724

consensusconsulting.co.uk

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