

# Hardware Service Provision (HSP)

Leaving you to look after your business

[www.adpsi.com](http://www.adpsi.com)

Computer systems are an integral part of every business operation and although they are a tool to help improve efficiency, profitability and customer service, they also require commitment, time and skills to manage.

## ■ Potential risks and challenges

### Server capacity/technology obsolescence

Is it simple to expand or reconfigure the server? Is it easy to add additional users, sites or migrate to the latest software version without the need to install additional memory or upgrade the server?

### Server environment

Where is the dealer management system server housed? Is the environment secure and resilient? What disaster recovery plans are in place?

### System management

Is the system reliable and always available? Is there a dedicated in-house IT resource to manage the system? Are they difficult to recruit and retain?

### Support

How many different suppliers and contracts are being managed? Hardware, software, networks etc? Is system downtime scheduled in advance or unexpected and a major headache?

### Data security

Is business data being backed up every day and the media stored off-site? Are the correct applications and data being backed up? Has a system restoration ever been tested?

## ■ The ADP Solution

HSP resolves all these business critical issues. This is a very attractive solution taking into account the financial and resource costs of managing an in-house equivalent.

- 10+ years hosting experience with state-of-the-art facilities
- Secure hosted environment with 6 data centres across 3 campus locations
- Managing 18,500+ users serving around 400 companies
- A team of ADP qualified specialists and engineers with industry expertise and experience



## ■ HSP provides

- The hardware resource and operating system are managed by ADP
- All system environment support, system administration and back ups
- Proactive 24/7 monitoring
- High Availability option
- Disaster Recovery

**During the past 12 months, the average system availability across all users was 99.992%**

**“The service that we are receiving is exceeding all our expectations. After 3 years, the only down time that we have experienced has been for scheduled work. HSP represents a very attractive business proposition.”**

Simon Miles  
Company Secretary, Meteor Group plc.



## ■ The Benefits - drive your business, not your IT

### Reduced capital expenditure and implementation time

With HSP there is no requirement to invest in server hardware. System implementations can be completed in a shorter timeframe.

### Fully scalable resource

HSP is easily adaptable to suit changing business demands. There is no need to carry out regular capacity evaluations.

### Predictable costs based on the number of users

Known IT costs can be planned and budgeted more easily.

### Fully managed, highly resilient infrastructure

ADP monitors and manages the server and communications performance to ensure that optimum levels are being achieved.

### Reduced lead times for upgrades

Installation of software upgrades are managed from within the data centres.

### Increased data security and availability

HSP provides a highly secure controlled environment to protect live data and off site back up storage media.

### One point of contact

Faults can be logged more easily and time is not wasted trying to resolve ownership issues or having to co-ordinate several different 3rd party suppliers to fix a problem.

### Less business risk - best practice

HSP includes disaster recovery and therefore the computer system is inherently more secure by being managed and monitored in a secure hosted environment.

### Pro-active system management

Issues or faults may be resolved transparently from the user and prior to them being reported. Maintenance can be scheduled at times when the system is least utilised.

## ■ Stay in control

HSP ensures that there is no loss of control by the dealer. System performance information can be monitored against the service level agreement via a secure extranet connection which also provides dealers with the ability to amend user details as necessary.

## ■ Data Centre Facilities

- On-site security
- Secure off-site back-up tape storage
- Air conditioning with redundancy
- Power back-up generators / UPS's
- Advance fire detection/extinguishants

## ■ In summary

ADP has a proven record of managing hosted solutions that stretches over 10 years. The company provides the specialist knowledge of the hosting and communications technologies supported by its considerable experience of the retail motor industry and software applications.

For further information please contact your account manager on 01635 214242 or email [dsi\\_sales@adp.com](mailto:dsi_sales@adp.com)

