Products and Services

It is important to understand what products and services Simply Wales offers, and to whom, in order to know what administrative business processes would best support the promotion or delivery of these products and services.

This following information regarding the services and support Simply Wales offers has been gathered from www.simplysolutions.co.uk, where these products and services are currently advertised to potential clients.

Product / Service	Description
Support Products	
Business Support 30p a day	IT support for a server and up to 10 pc's or apple macs.
	Unlimited telephone and e-mail support
	Unlimited remote repairs
	Online call logging & monthly fault reports
	Up to 4 free callouts per month & reduced extended callout fees
	Scheduled antivirus, malware & spyware checks
	Scheduled backup checks
	Real time pro-active sever monitoring
	Software updating and patching
	Security & penetration testing
	Competitive pricing on IT equipment, printer & toner cartridges & display kit.
	8 hour response time
Remote Support starts at just £19.99	With your permission, we can connect to any PC, Mac or sever around the world within a few second. We can remote control your machine as if we were sitting right in front of it. Saving you time, money and hassle.
	Perform powerful diagnostics on your computer
	Detect and remove viruses, malware and trojan's
	Update your operating system giving you access to the latest software and fixes
	Free hard drive space by deleting unnecessary files
	Speed up your PC start-up time
Server Sales	X-Serve Severs Quad-core Intel Xeon 'Nehalem Processor' Integrated memory controller Boosts performance up to 2x Up to 6TB internal storage
Telecoms	Provide Telecom Systems
	Provide Telephones
	Installation & Faults

Product / Service	Description
Services	
Web Design	Web content management systems (CMS)
	Web hosting, email management and business internet connections
	Domain name registration, renewals and management
	SEO (Search engine optimisation for Google)
	Pay-per-click search engine promotion management - via Google Adwords, Overture and Ninemsn Paid Advertising
	Email marketing services
	Online marketing consulting services
	Multimedia design
Office Moves	Advice
Recycling	Advice and Information

Administrative Business Processes

To maximise the effectiveness of Soft Systems Methodology (SSM), I must first evaluate the current operations to gain a better understanding of the organisation and where the problems lay, using then SSM to model the future state of the organisation, ending a comparison of the future state against the real-world problem.

The information system I intend to design will support the administrative business processes of Simply Wales, with that in mind, I have drawn as list of typical administrative duties every organisation needs for successful operation, that are applicable to Simply Wales.

Process	Is it currently executed?	How is it currently executed?	How should it be executed?
Communications Answering all incoming communications: Phone / email / letters Communicating the information to the appropriate department of person.	Yes	Telephone system Email Facebook Mobile Phone (Iphone) Ipad	Telephone messages on an answer phone Call logs Query/ request forms through a user-interface/website
Time Management Setting appointments Documenting work hours Planning meetings Scheduling conferences	No	N/A	Customers book through an online booking system/calendar Google calendar
Information Acquiring Organising Retrieving disseminating	Yes	Drop-box Favours from friends Partner-ships Existing Clients from previous jobs	Databases
Equipment Maintenance Acquisition	Yes	The director	Scheduled maintenance work Log forms of maintenance work carried out Database
Filing Filing hard-copies of electronic data in case of loss or damage to the electronic data.	No	N/A	Back-ups in secondary locations