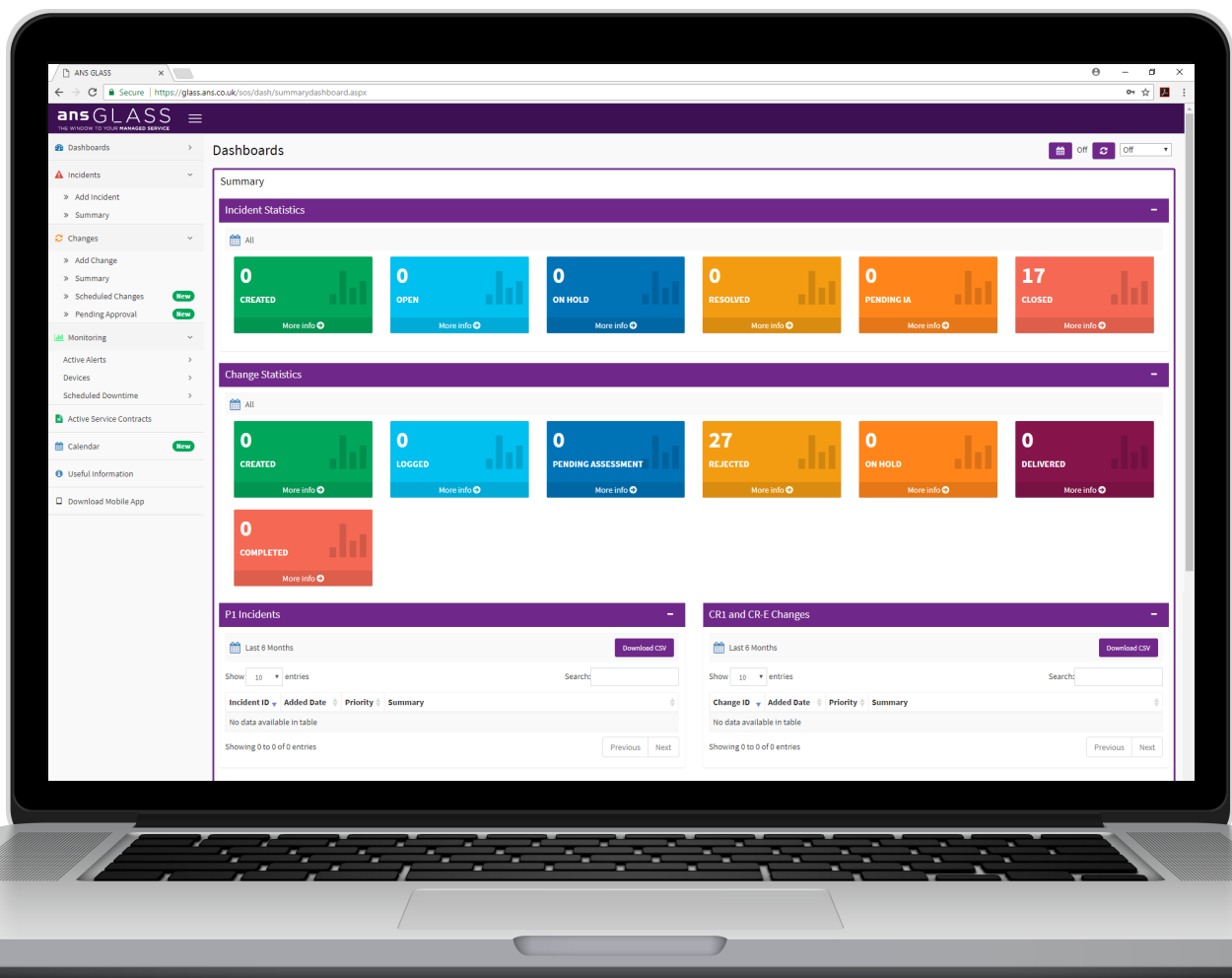


# ans

# ans GLASS

Service at your fingertips.



MEANS BUSINESS. [ans.co.uk](https://ans.co.uk)

# The window to your Managed Service.

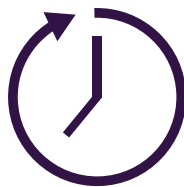
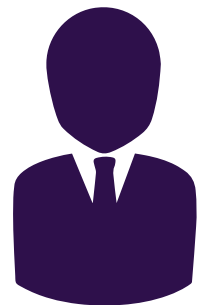
---



**1400**  
vendor  
certifications



**99.96%** of  
incidents  
resolved  
by ANS



ROUND THE  
**CLOCK**  
RESPONSE

**98%**  
customer  
satisfaction

**175**  
technical  
experts

ITIL & DEVOPS

aligned



**20**  
years

experience delivering  
end-to-end networks  
& platforms solutions



**GLASS, our instant and real-time service management portal, gives our customers a completely transparent, single view of all service transactions.**

---

From incidents and changes to contractual information and reporting, the digital interface provides anytime, anywhere access. Developed using feedback from our customers, GLASS is much more than a traditional ticketing system.



## Useful Information

We make it easy to manage your service with ANS. Useful information includes contact details for all your key contacts at ANS in addition to all your contractual information.



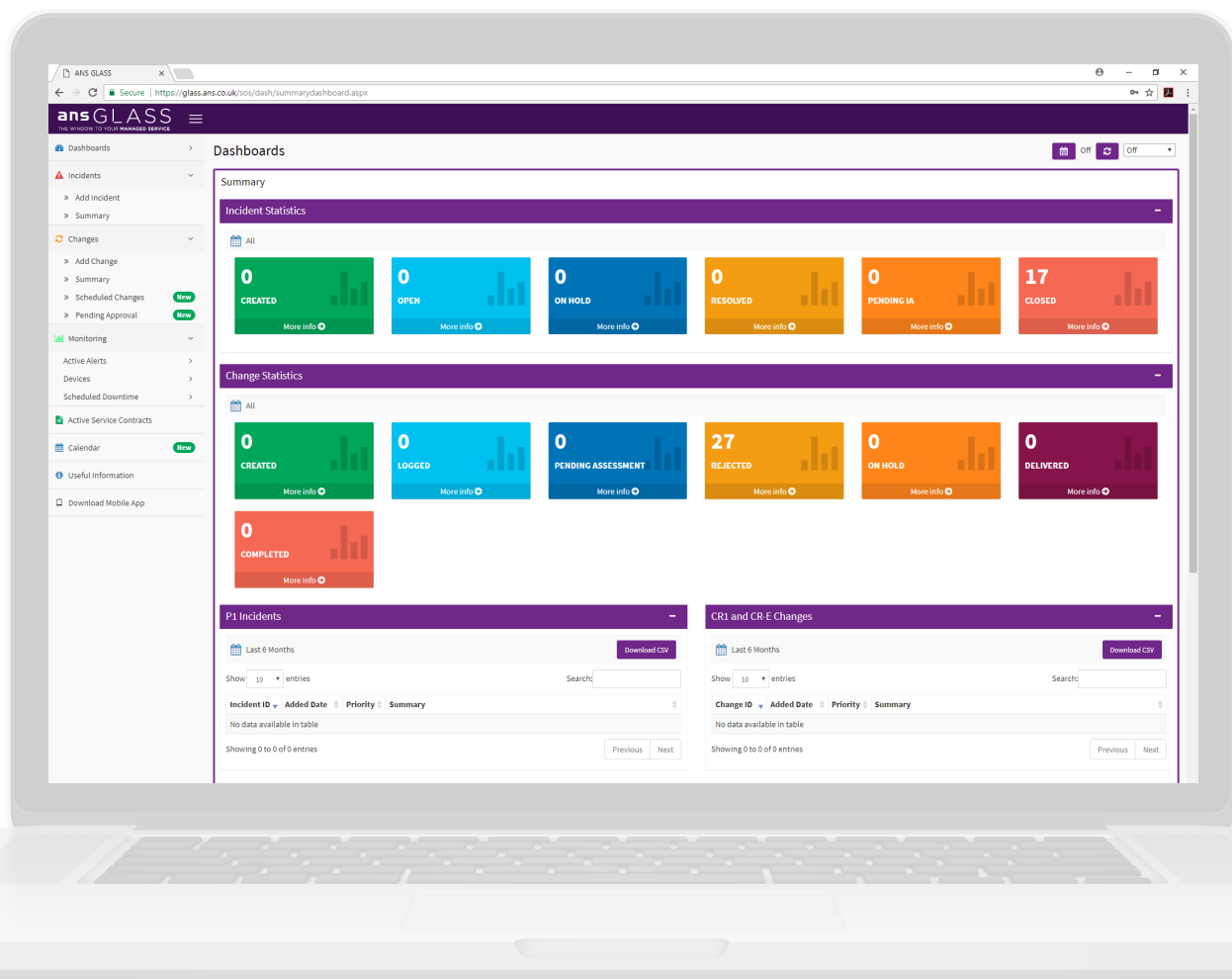
## Dashboard

Our simple user interface gives you an 'at a glance' view of your service statistics and allows you to drill down into the details you need for incidents and changes across your services.



## Incidents & Changes

The portal allows you to easily view, add, update and close all incidents and changes. Simple and intuitive, giving you the information you need, at your fingertips.



## Monitoring

Our monitoring gives you visibility of your devices and their status. Filter your view by all devices or active alerts and drill down into the criticality of, and reason for, each alert.



## Reporting

Run reports on incidents, changes and service level data. Drill down into the data to retrieve granular information including vendor, time period, source and priority.



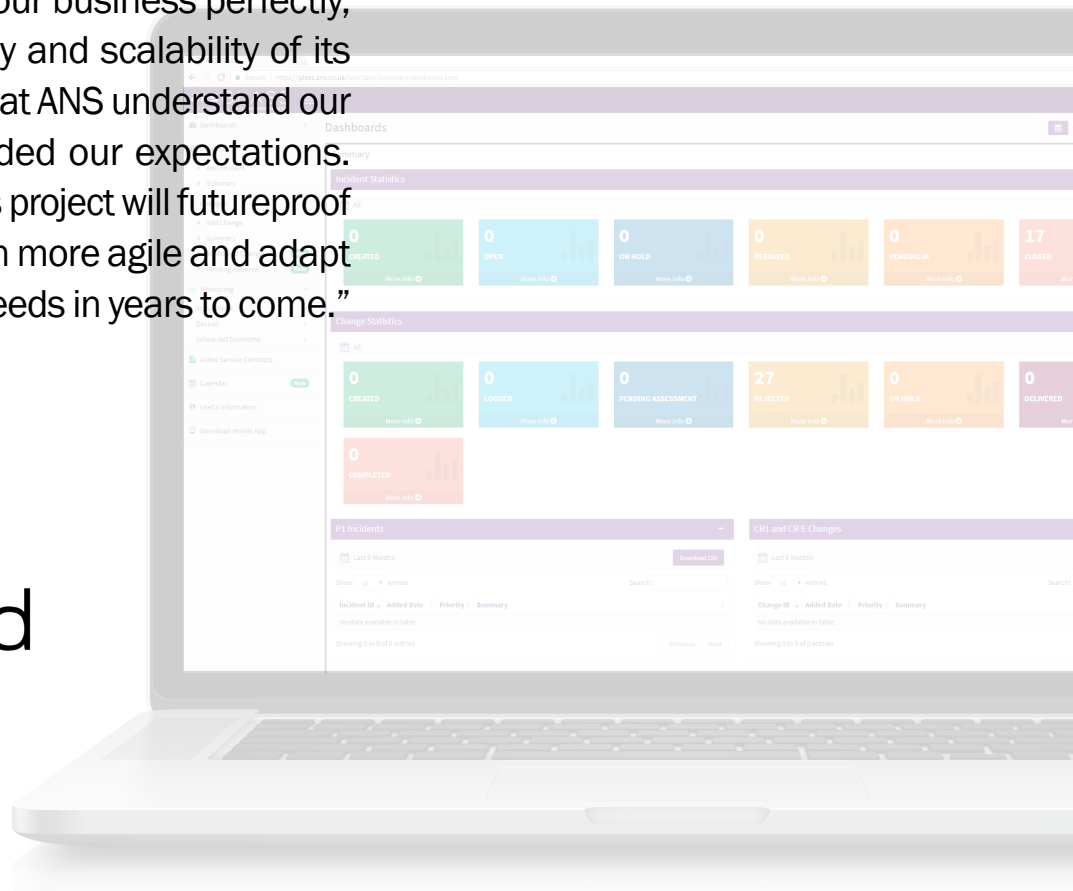
## Mobile App

Our proprietary App allows you to add and update all incidents and changes within the digital platform, from your device, anywhere, anytime.

“We chose ANS because its values and ambition complement our business perfectly, as well as the resiliency and scalability of its WAN offering. The team at ANS understand our vision and have exceeded our expectations. We’re confident that this project will futureproof our IT so we can be even more agile and adapt to changing business needs in years to come.”

**ANDY POCOCK**  
IT DIRECTOR

**TrustFord**



**Speak to your Service Manager to  
make the most of GLASS today.**

**ans**

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