

**ans**

# **ans GLASS**

**Service At Your Fingertips.**

**20** years experience delivering end-to-end networks & platforms solutions



ROUND THE  
**CLOCK**  
RESPONSE

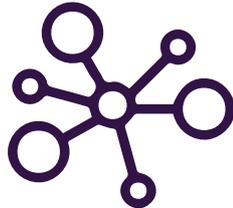


**UK's No.1**  
Cloud Service Provider



**60** ACADEMY  
apprentices & graduates  
investing in our future

**5000**  
managed  
endpoints



**30+**  
Private Cloud  
awards



**10 yrs**  
experience  
delivering  
Hybrid WANs



**AWS &  
Microsoft  
Certifications**



**99.96%** of  
incidents  
resolved  
by ANS

**98%**  
customer  
satisfaction

**175**  
technical  
experts



**1400**  
vendor  
certifications



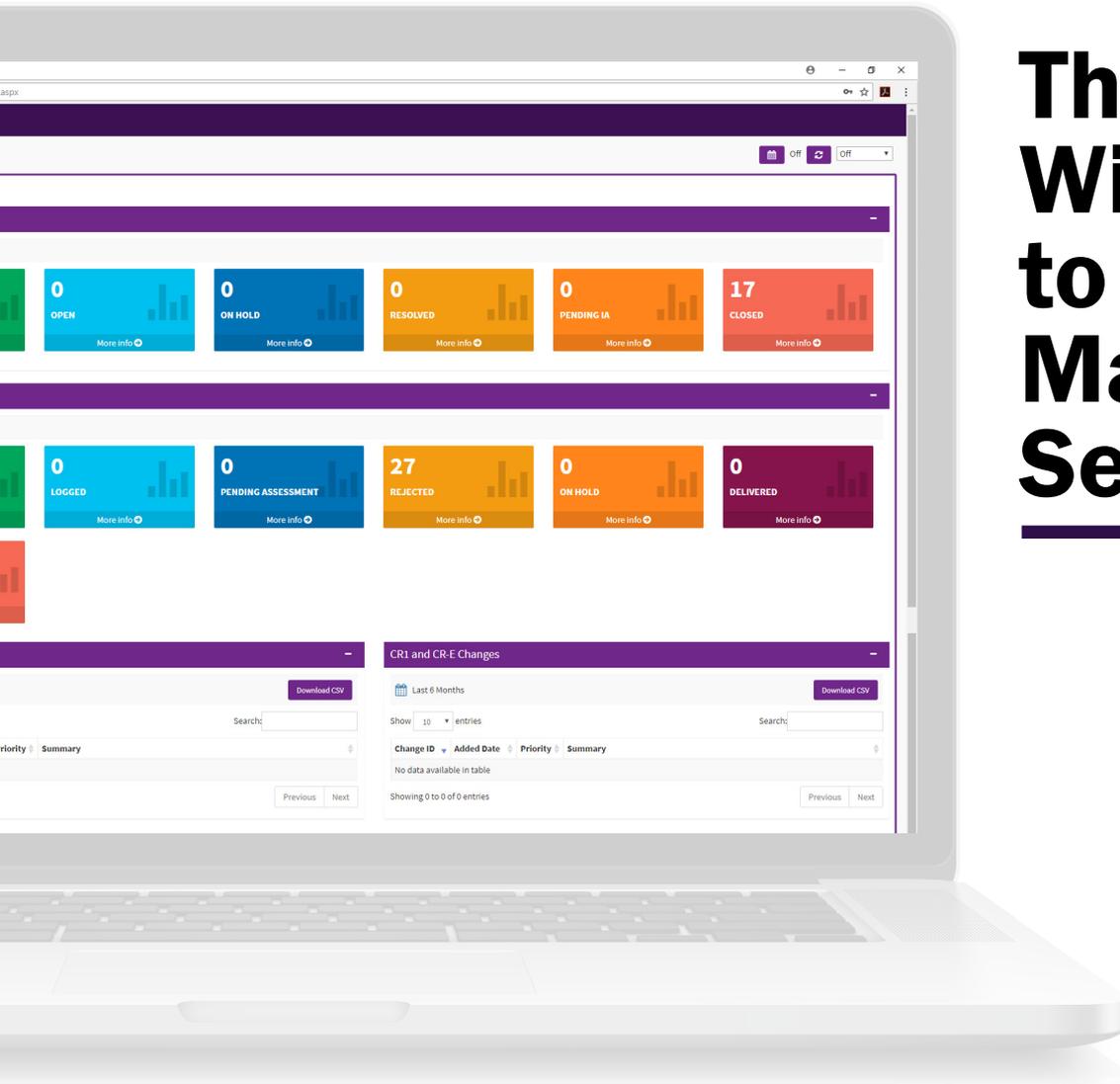
✓ ISO 9001 ✓ ISO 14001 ✓ ISO 27001 ✓ ISO 22301

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# The Window to Your Managed Service.



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

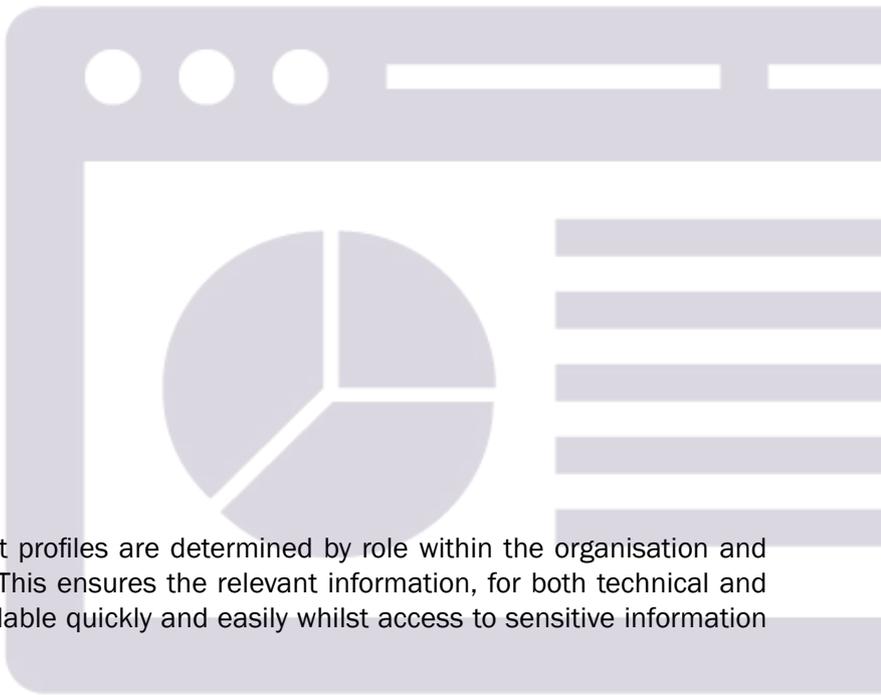
From incidents and changes to contractual information and reporting, the digital interface provides anytime, anywhere access. Developed using feedback from our customers, GLASS is much more than a traditional ticketing system.

With role based accounts and customisable dashboards, GLASS can deliver the technical and commercial information you need to make decisions faster and achieve your objectives.

## Benefits to using GLASS

- All in one place – simple to manage all services.
- Speed up the time to log tickets and therefore reach a resolution.
- Information provides greater visibility, allowing you to make decisions faster.
- Available anytime, anywhere through the GLASS mobile app.

# 1 Getting the Most From Your Account



Each GLASS user account is individual. Account profiles are determined by role within the organisation and can be customised to individual requirements. This ensures the relevant information, for both technical and executive members of your organisation, is available quickly and easily whilst access to sensitive information can be controlled.



## Role Differentiation

Users have relevant access depending on their role in the organisation. Account profiles can be set up as 'read only' or with the ability to raise incident tickets and approve requests. The account profile can determine what data is accessible, with service and technical staff being able to view incidents and changes whilst executives may also view reports and commercial information, for example.



## Bespoke Dashboard

All accounts are automatically created by ANS with a generic dashboard which will allow you to view a status summary of all incidents, changes, P1's and e-changes. This dashboard is simple to customise to allow you to view the most appropriate information in a format you choose.



## Reports

Run reports on all the data stored within the portal and create reports for incidents and changes over a specific time frame, then save reports for easy access.

“The GLASS digital portal and integrated monitoring system gives us unparalleled visibility of our network services. The real-time data allows our team to take the right action first time, whether that be troubleshooting internally or raising a ticket with the ANS Service Desk. As a result we achieve fast resolution of issues, increased service availability and improved end user experience.”

**COLIN KIRKHAM** | GROUP IT MANAGER



# 2 Incidents & Changes: Speeding Up the Time to Resolution

The GLASS portal is the only tool you need to action any incidents and changes from raising and updating an incident to viewing a change status. By using GLASS for your incident and change management, you can speed up the time to log tickets, reducing the time to resolution and implementation.

## 2.1 Incidents



### Raise a New Incident

User friendly fields and icons ensure you know the information ANS require to effectively troubleshoot. Both pre-populated fields, with category headings, and free text boxes are available for completion.



### Supporting Notes & Documentation

You can 'add a customer note' to an open incident and attach supporting documentation, such as example screenshots, to aid and speed up time to resolution.



### Status Updates & Incident History

Live status updates and incident history ensure you are kept up to date throughout the incident lifecycle. You can also view the name of the analyst working on the incident giving you an individual you can contact if you need to talk to us.



### Closing an Incident

GLASS' self-service functionality allows you to close an incident when you are satisfied that it has been resolved, without having to interact with the ANS service desk.



### Historical Data

You can view all incidents raised with the ANS SOC dating back to the start of your service. This will allow you to view historical data regarding the service, supporting your service reviews and future decision making.



## Service Manager Support

For more information or to understand how you can make the most out of GLASS, contact your Service Manager.

## 2.2 Changes



### Change Logging

Speed up the process of logging changes by using the online change request form which has both pre-populated and drop-down options available.



### Schedule Changes

You can view all changes that are scheduled for implementation, whether logged by ANS or your team, helping you to plan.



### Change Status & Updates

View existing changes and the live status of each change such as those pending implementation or pending approval. You can also add a customer note to any changes to provide updates quickly and easily.



### Approve Changes

You will receive change request notifications from the ANS service desk via GLASS. You can then approve or reject this action within GLASS, without the need for interaction with the ANS support team.

## Still using a CN number username?

Contact the service desk and change your CN number username to your email for a simpler login.



Username

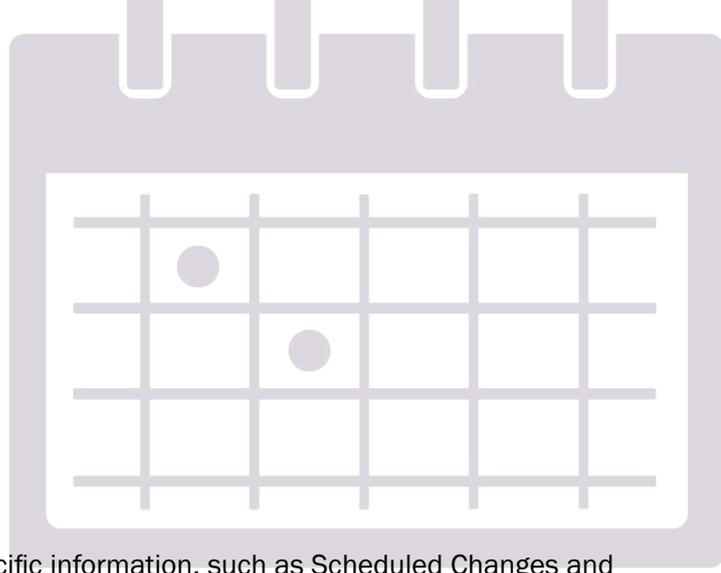
# 3 Monitoring: Increasing the Visibility of Your Service

We monitor your critical networks and platforms with our enhanced monitoring platform, Logic Monitor. Monitored in real time, it increases the visibility of your estate and reduces the mean time to resolution.

**Within the GLASS portal you have access to monitoring information and can:**

- Quickly view all relevant statistics on your bespoke monitoring dashboard.
- View a summary for a snapshot of your active alerts.
- Access all your monitored device details including location, properties and up time.
- View your monitored estate by device or location.
- Schedule downtime for planned work to turn off monitoring alerts for that period. Once scheduled you can edit or delete as necessary.

# 4 **Calendar View:** Information at a Glance



Our calendar view\* has been developed to present date specific information, such as Scheduled Changes and end dates for Active Service Contracts, in a simple easily digestible way.

The calendar can be utilised to view different periods, such as a week, month, year.

\*The Calendar functionality is only available within the portal and not the mobile app.



## **Smartphone Application**

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

Log into your GLASS portal to download the app and start benefiting from a truly digital experience.

# 5 **Service/Key Information:** Transparent Service Information



We make it easy to understand your service with ANS by providing transparent and detailed contract information at the touch of a button.

### **5.1 Contractual Information**

You will find granular information on your active service contract with ANS including:

- Renewal dates
- Item descriptions including serial number
- Individual contract references

### **5.2 Useful Information**

Useful contact details so you can contact the right person first time such as:

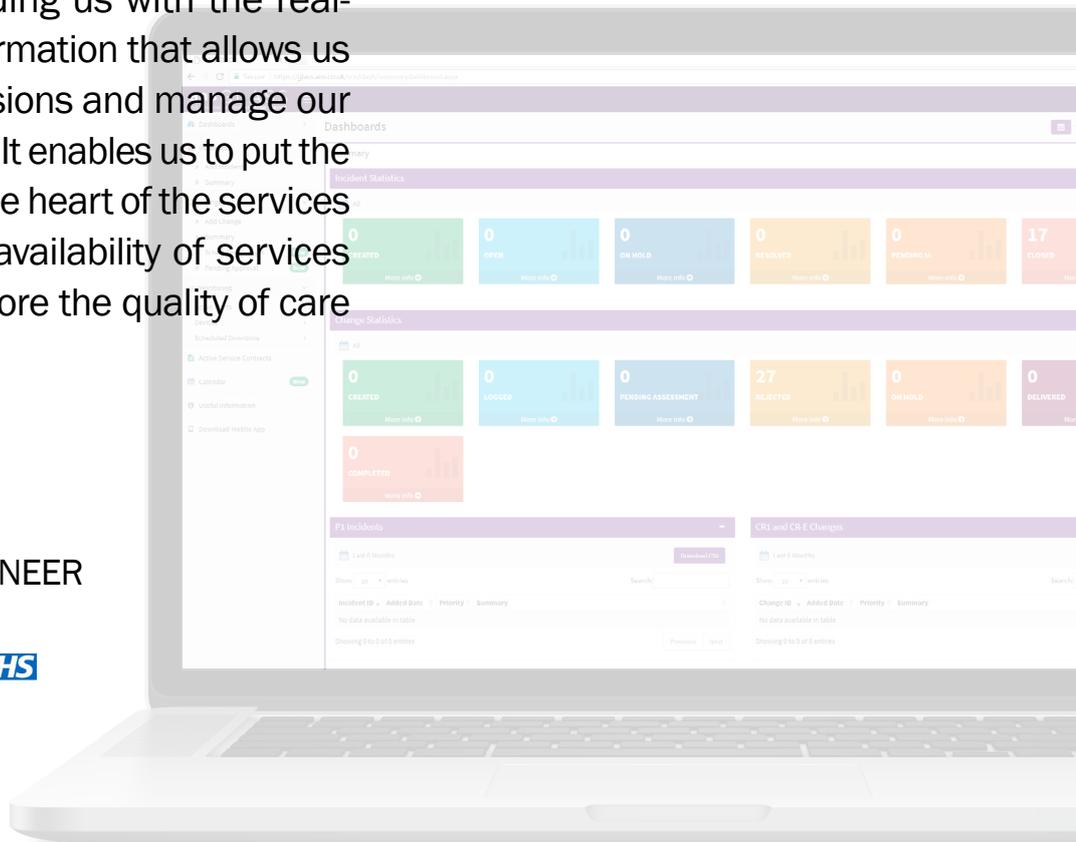
- Your Account Manager, Service Manager and Service Desk Contacts.
- GLASS user guide



“The GLASS portal allows us to manage our service digitally, providing us with the real-time and historical information that allows us to make informed decisions and manage our service more effectively. It enables us to put the patient’s wellbeing at the heart of the services we provide, improving availability of services to our users and therefore the quality of care for our patients.”

**DANIEL CARBONARO**  
SENIOR NETWORK ENGINEER

The Royal Liverpool and  
Broadgreen University Hospitals   
NHS Trust



**It’s time to get the most out of your service,  
log in to your GLASS account today.**

**ans**

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