



Network Si

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Problem Resolution

Specialist Information
Technology
Troubleshooting
Expertise

Root Cause

Even in the best run IT infrastructure there can be issues and problems. Some are the result of unforeseen side effects from legitimate activity, others the result of accidental actions and yet others relate to manufacturer defects and failures that only come to light after hardware and software is in use.

Finding the root cause of such issues and problems can be a difficult and challenging task. Resolution may require specialist knowledge and experience, access to manufacturer and supplier personnel or simply dedicated time to troubleshoot the issue.

All problems affect the users' and business's perception of your IT infrastructure and all represent a potential for further issues. All require resolution to remove risk, improve perception and restore normal operation and confidence.

Reduce Business Impact

Whatever the level and type of issue you may be encountering we can help mitigate the business impact. We have wide ranging experience in multiple hardware and software configurations that means that the problem you are encountering may already have been encountered and solved.

In addition many problems and issues are classed as "known" by suppliers and manufacturers and they have developed appropriate workarounds. Whilst workarounds are not ideal they provide time for potential permanent resolutions to be identified. Our close links to manufacturers gives us access to the appropriate information repositories and manufacturer personnel to identify workarounds.

Use Our Experience

Our technical team have a range of experience in IT infrastructure troubleshooting. As part of

our other client services we are continually deploying, supporting, upgrading and integrating multiple infrastructure components for our clients.

This "bread and butter" business provides a wealth of practical experience of problems that are encountered in typical corporate IT environments. You draw on this experience when you use us to resolve your specific issues.

Specialist Skills

We have core expertise in Microsoft, Novell, Citrix and HP but this also extends to the supporting infrastructure in terms of network links, backup systems and access methods.

We are specialists in the following areas:

- Storage Area Networks (SANs)
- Network Attached Storage (NASs)
- Microsoft Active Directory
- Microsoft Exchange
- Microsoft Sharepoint
- Microsoft 2000/2003 Server Deployments
- Citrix Solutions
- Thin Client hardware
- VPN remote access

Advanced Options

If required we can recreate and troubleshoot problems at our office. Using our dedicated configuration area we can recreate customer environments and work with you to resolve longstanding issues.

This "proof of concept" approach allows you to see how a proposed problem resolution will work prior to implementing it. This allows an appropriate impact analysis to be undertaken thus managing the risk.

Primary Benefits

- ✓ Use our experience to solve your issues.
- ✓ A wide range of real world problems are passed to us on a daily basis by our clients with support contracts.
- ✓ Wide ranging experience means we have encountered many standard problems.
- ✓ An experienced team that knows where to look for the root cause of issues.
- ✓ Manufacturer relationships mean that we can draw on wider expertise and resolution options as required.
- ✓ Access to hardware and software means you can recreate your problem at our offices and see the resolution in the lab if you want to.



For further information:

- Contact your Account Manager
- Email us on sales@networksi.co.uk
- Call us on 0121 511 1234

INTEGRATION &
MANAGED SERVICES