



Network Si

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Telephone & Remote Support

Anytime, anywhere technical response and monitoring when you need it

Answers

No one knows all the answers. As an operational business manager you know that, and as an expert service provider we know that. But the actual issue is not whether you know an answer or not, rather where to go to ask the question.

It's all about having someone to call on for help to get the fastest resolution to your issues. That's where Network Si's support services come in. Through our tailored support services packages we become your first point of call for fast resolution of your IT issues before they become business issues.

It's a Business Service

Time is money. We understand that IT underpins your business and that the speedy and timely resolution of problems is absolutely crucial. Interruptions to IT service impact on the bottom line.

That's why we have a dedicated Service Desk Team that only works with our clients who have support contracts.

In Depth Expertise

As a Microsoft Gold Partner, Citrix Silver Partner and HP Preferred Partner, Network Si has detailed insight into the current and proposed IT technologies used in today's enterprise. The insight is passed to our Service Desk Team.

The personnel that we employ reflect these special relationships in their expertise, knowledge and vendor accreditations. We have numerous Microsoft MCP and MCSE personnel along with Novell CNEs and MCNEs. We also have HP ASEs and ACTs. We have specialist skills in clustering technologies, NAS and SANS.

Practical Current Knowledge

Additionally, via our Hosting Division, the

Service Desk Team are aware of typical client configurations and operations. This valuable practical knowledge gives us crucial operational IT management experience which is then applied to your support issues.

Finally regular meetings with key suppliers (particularly Microsoft and HP) keep us fully abreast of changes and developments in all areas.

Your Choice

Our support services come in three basic packages which we tailor to your needs:

- **Telephone Support** - The ability to telephone our Service Desk Team with any technical query you may have for your hardware and software. We'll listen to your issues, work to find a resolution and describe and advise how you can implement it.
- **Remote Support** - Like Telephone Support, plus we have the ability to remotely access the systems we help you with. It means that we can remotely implement the resolutions for you. Typical options allow us to connect to your systems in minutes to start work. Security of connection is important and is arranged with you at contract inception with the level of security tailored to your business' standards. We can use simple remote telnet sessions, through password controlled VPNs, to strong two factor authentication for total peace of mind. You tell us what you need and we'll set it up.
- **Remote Monitoring** - The crème de la crème of our support portfolio. All the features of Remote Support plus we actively monitor the systems you specify. In the event of any IT service issues we aim to be responding as you have specified before your user community start calling you.

Primary Benefits

- ✓ Anytime, anywhere support if you need it.
- ✓ Services tailored to what you need. Pick a mix of hardware, software and services for us to support.
- ✓ Expert help when you need it.
- ✓ With **Remote Support** we can be on your site, virtually, in seconds.
- ✓ **Remote Monitoring** allows a proactive approach to support. You don't need to watch your own hardware and software; let us do it for you.

Best Practice

Our support operation is based around industry best practice (ITIL) and we are working towards the BS ISO/IEC BS20000:2005 standard. To provide the highest quality of service the team is structured as follows:

- **First line** - to quickly respond to known problems and ensure rapid resolution of your straightforward issues.
- **Second line** - to work with you on more involved incidents and resolutions.
- **Third Line** - We can call on our consulting team if required and also have escalation channels into our vendor partners as needed.

All the above is managed within a consistent service framework aimed at keeping you informed and providing rapid resolution.

For further information:

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

INTEGRATION &
MANAGED SERVICES