

SERVICE LEVEL NAME	SERVICE LEVEL	ONSITE SPARES	DEDICATED SUPPORT MANAGER
PLATINUM PLUS	24X7X365 4 HOUR FIX	✓	✓
PLATINUM	24X7X2 4 HOUR RESPONSE	✓	✓
GOLD	24X7X4 HOUR RESPONSE	✓	✓
SILVER	9X5X4 HOUR RESPONSE	✓	DUTY MANAGER
BRONZE	NEXT BUSINESS DAY ONSITE	✓	DUTY MANAGER

## SUPPORTED MANUFACTURERS

STORAGE	EMC <sup>2</sup>	Hewlett Packard Enterprise	IBM	DELL
	EMC VNX/E	3 PAR	STORWIZE V7000	EQUALLOGIC
	EMC CLARIION	HP EVA		MD SERIES
	EMC CONNECTRIX	HP MSA		COMPELLENT
	EMC DATA DOMAIN			

SERVERS	Hewlett Packard Enterprise	IBM	DELL
	PROLIANT DL	X-SERIES	POWER EDGE R SERIES
	PROLIANT ML	P-SERIES	POWER EDGE VRTX
			POWER EDGE M SERIES

NETWORKING	CISCO	BROCADE	aruba NETWORKS	HUAWEI
	CATALYST SWITCHES	VDX	SWITCHES	CAMPUS SWITCHES
	NEXUS	SILKWORM	ACCESS POINTS	ETHERNET SWITCHES
		DS		DATA CENTER SWITCHES

SERVICES	BYOD	PENETRATION TESTING	INFRASTRUCTURE ASSESSMENT	DESIGN AND IMPLEMENTATION
	INFRASTRUCTURE RELOCATION	LEASING	PRO ACTIVE MONITORING	WEE RECYCLING
	CLOUD READY ASSESSMENT	CLOUD MIGRATION	CLOUD BACK UP	CLOUD ARCHIVE



To discuss your support service requirements, please contact us on **01761 568 141** where one of our Sales Team will be happy to help.

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