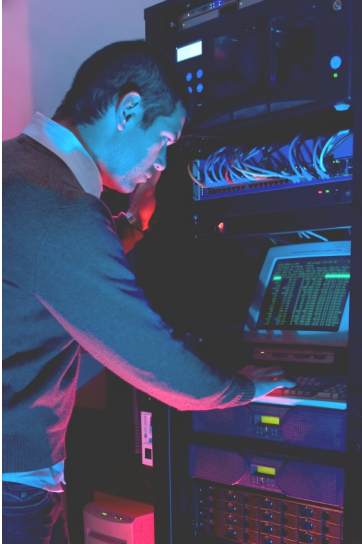




Serv-IT Consulting



Vendors we cover include

VMware
Veeam
Vizioncore
Windows with a Virtual Machine
AppSense

*Priced from
£1800*

Serv-IT Consulting Ltd
Queen Square Business Quarter
15 Queen Square
Leeds, LS2 8AJ
0113 281 6789
www.servitconsulting.co.uk
info@servitconsulting.co.uk

Virtualisation Incident Support Contract

Service Summary

Standard Incident support from Serv-IT Consulting provides that much needed helpdesk safety net for organisations that have implemented Virtualisation but do not yet have the necessary skill set to provide in house support.

Serv-IT Consulting can help your organisation to mitigate risk by providing highly qualified staff to provide support for IT Virtualisation configurations.

This incident based service is popular with organisations where a helpdesk facility can take the pressure off in house IT staff that are inexperienced in Virtualisation technologies.

The helpdesk will provide a 4 hour business day response with onsite visits if required for resolution.

Key service points

- An incident based, flexible, helpdesk support contract
- One incident is raised per issue that is logged
- 12 month duration
- Response by telephone, remote or if required remedial onsite
- 4 hour response time as standard
- Out of hours can also be covered

Key benefits

Expertise led response from a virtualisation specialist organisation
Instant contact for “of the moment issues”

Save valuable time spent working on the issue by contacting us and reduce time to resolution

Reduce risk to the business by have a fall-back position for dedicated expert advice