



Enterprise Server Support

Desktop Network Systems is regarded as one of the leading server support organisations in the UK and Ireland. Supporting servers across a wide range of vendors including HP, Sun, IBM, Dell and Fujitsu Siemens to name but a few, Desktop Network Systems has the infrastructure and expertise to assist their customers quickly and efficiently regardless of the SLA or network location.

Our main differentiator is our ability to offer an alternative, cost effective solution to the vendors support services. In order to compete successfully, two things have to be achieved; deliver an improved service and deliver it more cost effectively. Desktop Network Systems's customers bear witness to this achievement and this has been possible due to the successful implementation of ITIL across Service Support and Service Delivery and a clear view on the incident lifecycle, not just focusing on the equipment but on process, business pressure and individuals. Desktop Network Systems server support solutions also include a 4hr fix option which customers can upgrade to where networks are mission critical.

Hardware & software support

Our nationwide team of field based server support specialists are fully trained to deliver around the clock onsite hardware support. If a fault cannot be resolved remotely and the incident requires a site visit a member of our support team with the backing of our extensive spares and logistics infrastructure will resolve any incident quickly and efficiently with the minimal disruption to a business.

Desktop Network Systems provides technical advice and assistance across the midrange Operating System (OS) environment. Our proficiency in software support ensures our customers have access to our telephone advice and guidance service, allowing access to OS software support across all the leading vendors.



The Desktop Network Systems Enterprise Server Support service provides you with:

- > Increased network availability through reduced response times
- > Multi-vendor technical expertise
- > UK and Ireland coverage
- > Dedicated 24/7 Service Desk
- > Comprehensive Spares facilities
- > Onsite Fix, Response and Advanced Replacement cover options
- > Software Telephone Advice and Guidance (TAG) service
- > Cost effective service excellence

Supported vendors & software overview

HP	Sun	Microsoft	IBM	Other
SAN Storage Servers	Solaris	Windows Server	AIX (PVS)	CITRIX
HP-UX	Veritas	XP/Vista Desktop	H/W break-fix across current & legacy range	Oracle
Open VMS	Veritas Cluster	NT Server		SCO Unix
Tru64 UNIX	H/W break-fix across current & legacy range	SQL		Red Hat Linux
H/W break-fix across current & legacy range		Office		SGI IRIX
		SPS/CMS/MOSS		
		BizTalk		



Service delivery

Desktop Network Systems's multi-vendor services team provides a wide range of support services through a scalable business model that delivers real value to the customer. Our aim is to deliver cost effective support services in a professional and timely manner. We provide technical advice and assistance across both server hardware and software environments via our 24/7 Service Desk, providing you with a single point of contact which in turn helps you maximise your operational efficiency by reducing time consuming administration.

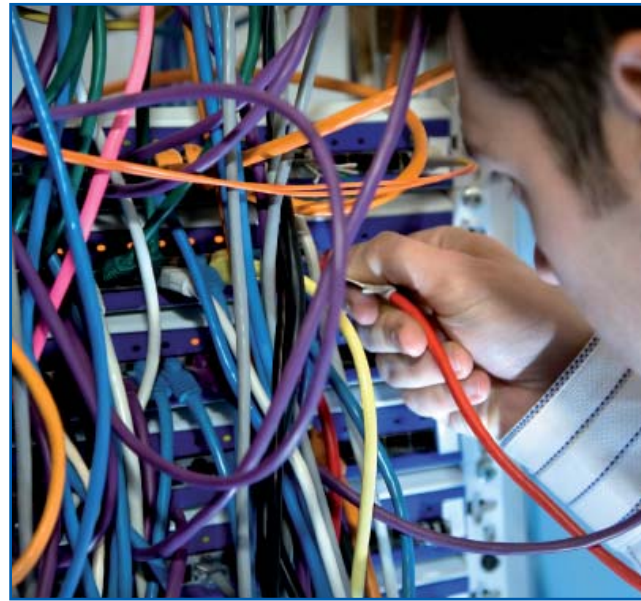
Our wide range of flexible Service Level Agreements ensures we can customise and mould our service solutions to the needs of your business. We will work closely with you to identify and prioritise the critical support requirements of your server infrastructure. From this information we can formulate the most suitable range of service levels and service solution then contain them under a single support contract, reducing your overhead and downtime whilst increasing your business productivity.

As networks are continuously evolving with the needs of a business we provide a Service Management facility which periodically reviews those changes through customer review meetings and continuous improvement plans, in doing so it ensures that the support services remain in step with the customers business while capturing all levels of business driven change ensuring that the customer remains in control of their network.

Remote Monitoring

With networks demanding 24/7 availability, increased pressure from customers is being put on service providers to deliver a dedicated technical support team that remotely monitors servers in a real time environment.

From our Network Operations Centre Desktop Network Systems monitors a wide range of complex networks across the UK, Ireland and mainland Europe and quickly alerts customers of potential problems before they have a significant impact on a business. Remote monitoring can save businesses from the time, inconvenience and costs of a call out.



You are in safe hands

To ensure complete 'peace of mind' with all our customers we adhere to industry leading quality procedures. This stringent approach and service excellence has resulted in Desktop Network Systems being awarded with some leading industry accreditations.

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