

Desktop Network Systems Service Levels

Tailored Service Levels to meet your network requirements

[Desktop Network Systems introduction to go in here.](#)



Covering devices from all the leading networking vendors that include routers, switches, desktops, laptops and servers Desktop Network Systems have the technical expertise to successfully respond to a variety of networking scenarios.

The devices Desktop Network Systems support span across many different technologies such as IP Voice, Unified Communications, Servers & Desktops, Wireless and Security which are all maintained by a comprehensive infrastructure of experienced technical teams.

Tailored Service Levels

Desktop Network Systems's Service Levels are split into 3 defined areas; Fix, Response and Advanced replacement. Depending on the requirement all Desktop Network Systems clients can select a variety of options to tailor their SLA in response to their networking needs.

As part of the defined Service Levels provided all Desktop Network Systems clients can select a specific time constraint to accompany the SLA whether that be a 4 or 8 hour response, Monday to Friday coverage or a complete 24/7 support package. These flexible options mean Desktop Network Systems can tailor the solution to meet the needs of their clients rather than the client having to fit into a limited number of restricted SLA's.

As part of any support contract partners are provided with a single point of contact via the Desktop Network Systems service desk regardless the SLA, device type or network location. This ensures all faults can be logged on a central online system where partners can even have access to view any incidents through a secure portal.

Service Level features

Fix

- > Return to service within defined SLA
- > Onsite engineer
- > Parts to site
- > Escalation
- > Software support upon request

Response

- > Engineer to site within defined SLA
- > Parts following diagnoses
- > Escalation
- > Software support upon request

Advanced replacement

- > Parts to site within defined SLA
- > Escalation
- > Software support upon request

If you require any further information or assistance regarding Desktop Network Systems's Service Levels then please contact one of our representatives who will be willing to assist you further.

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