

Server Support

Total server software support

Regular updates and changes to server based software mean that administering and supporting a server infrastructure is a resource and training intensive task for most companies. Generally, this is an issue that IT managers could do without.

Server Support has been designed to augment the resources available to existing personnel with direct responsibility for supporting IT, through the provision of expert remote and on site software support for server operating systems and applications.

By taking responsibility for your server software support, we can free up the time of IT personnel to concentrate on ensuring that IT meets the requirements of the business.

How does it work?

Server Support is based on a, per server per annum charge, dependent on criticality. Prior to the contract start, we will audit the servers that you want us to support to ensure that the software has been installed correctly documenting its hardware specification and software installation.

What's Included

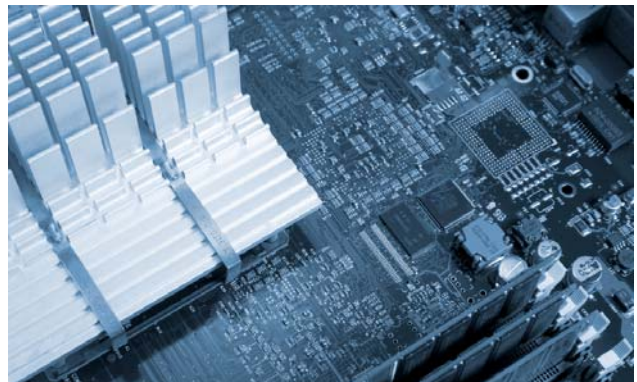
We will take responsibility for the diagnosis of errors and restore functionality through reconfiguration, patch provision, driver updates software re-load or user guidance and instruction.

As part of this service we will also implement mandatory updates, adjustments, additions or modifications to the software as the authors prescribe from time to time.

The provision of the service is limited to equipment that is supported by either a Quiss hardware maintenance contract or is still under manufacturer warranty and is subject to us carrying out the initial audit.

On going performance management

On a quarterly basis your account manager will review the service level statistics with you. We target that 100% of all calls logged fulfil the service levels.



Service Levels: Problem Management

Problem Type	Contract Cover	Response Mechanism	Solution	Response/Repair Time
Network failure Network unusable Software failure	Standard	Telephone Remote Access On site engineer	Restore network functionality	4 Working Hour repair
Non crucial system/network problem requiring system downtime to resolve	Standard	Remote access On site engineer	Restore full network functionality	As scheduled with Customer
Server Administration Assistance	Standard	Telephone	As required	20 minute response
Business Application Support	Optional	Telephone Remote access On-site engineer	As required	20 minute response

Other Key Features

Problem Type	Contract Cover	Response
IT Audit	Standard	At contract start
Network Optimisation Programme	Standard	At contract start
Regular Service Level Meetings	Standard	Quarterly

Since our launch as a specialist IT service provider in 1988, we have strived to deliver only the best solutions. To find out more about any of our services, please contact us and we will be delighted to discuss your requirement further.

Quiss Technology plc
 Claymore
 Tame Valley Industrial Estate
 Tamworth
 B77 5DQ