



360 Managed Support

“Is it time to fix your comms support contract?”

Your communications platform is arguably your most critical business application and you need to be able to rely on having it functioning for 99.99% of the time.

Complete confidence in our support expertise and efficient internal processes makes us one of the few communications companies in the UK to offer **TIME TO FIX** based Service Level Agreements!

Our **managed service approach** to support is about adding value over and above what is delivered by the more traditional 'telecoms' provider. We recognise IT resources within many businesses are under pressure to deliver high availability of an increasing number of technical user applications. When you couple this with current market conditions and the fact that many firms are looking to **reduce overhead costs**, the result is that the overall workload per capita is increasing for many IT teams.

360 Solutions is designed to deal with as many of our clients' day-to-day management issues as possible. We make a conscious effort to differentiate and offer what some might consider, non-revenue making services. Our major focus is to retain a small nucleus of customers and use our knowledge of a broad spectrum of technology to deliver an integrated

communications infrastructure to our clients.



Our ability to deliver and support an end-to-end solution means that we can take **total ownership** of faults.

*“Our confidence in 360 Solutions' support is such that we have almost come to **view them as an extension of our own IT resource**. They are excellent at dealing with issues and this is extremely important to us. Logging and tracking faults only takes a minimal amount of time, which ultimately helps the productivity of our own department.”*

David Griffiths
IT Director - Pannone & Partners

e: support@360-solutions.co.uk

www.360-solutions.co.uk

t: 0845 2236 360





Key Features

Fast Replacements – Ensuring your voice and data networks are able to sustain maximum up times needn't be stressful. Our advanced replacement system means replacement products or components are usually shipped within 24 hours. 360 absorb all shipping and custom charges for replacement units delivered to you.

Web Portal - Enjoy unlimited access to powerful Online support tools from our 360 Support WebPortal. You are able to receive automated case number generation, read case details and updates on your open cases and much more. Gone are the days when you are continually chasing for updates. The live portal informs you of the status from initial logging right through to successful conclusion.



Product Expertise - Superior product knowledge is key to superior product support. Our network support engineers (NSEs) receive continuous training updates and they know our supported products and the environments they are deployed in. **The result? Real resolutions, every time.**



Complete Audit Trail - Entire Fault Reporting statistics are actively published on a bi-annual rolling basis by 360 Support, enabling you to view all response and resolve times with your dedicated communications consultant.

Comprehensive – We want to ensure that your systems defences are up to date by equipping you with the latest software version, You'll have access to both the newest full feature software upgrades and code fixes as soon as they're available.



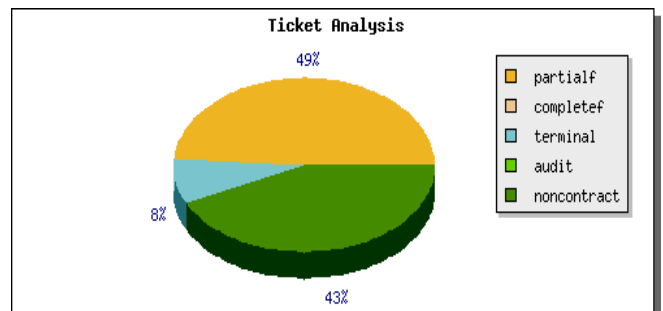
Online Fault Tracking

The **online fault tracking** system used is unique in the industry and has been developed to address the specific requirements of our clients.

We recognise the need for an audit trail to be created for each fault logged, as this means that we can be held fully accountable during our **bi-annual performance review** meetings.

We provide this in-depth **management information** as part of our standard service package as we believe that it is vital that the support

contract represents good value for money.



Engineering Accreditations

360 realise the importance of **investing** money **into** the **engineering training** provided by manufacturers.

360 deliver **specialist support** services which mean that our clients can rest assured that the technician responding to a fault is fully trained on that specific system - rather than simply being the first engineer available.



Summary

Having a 360 Support Solution will increase the productivity of your workforce and mean that you can openly embrace technology without having to spend time managing it.

Please contact 360 Solutions (UK) Ltd on **0845 2236360** to find out how we can address your specific requirements.