

# DATA COMMS AND NETWORK SUPPORT

Our partner is an IT Support services organisation specialising in end to end services across the UK and Ireland.

They have a high level of skills in data comms and voice including the converged arena, covering the majority of manufacturers.

They currently successfully complete over 400 installs a month and their skill sets range from low end router and switch installs through to multi-site complex networking, IP Telephony and Managed Service offerings.

## Network Maintenance

- **Flexible support** ensures that whatever the size or requirement of your business a workable and tailored solution can be provided.
- **Hardware maintenance** - covering the UK and Ireland 24/7/365
- **Guaranteed fix** - All maintenance agreements have a guaranteed fix.
- **Dedicated 24 hour support helpdesk** - Calls can be logged 24 hours a day
- **Free technical and sales assistance** - Full pre-sales & technical support.

## Network installation

- **Methodology** - Each installation is planned in detail using the latest technology and methods available.
- **Hardware installations** - Roll outs, projects
- **Engineers nationwide** - Maintenance cover for the whole of the UK and Ireland.
- **Qualified Engineers** - All engineers hold the relevant accreditation.
- Different prices depending upon skill set required.

## Supported Manufacturers

All the leading manufacturers can be supported to provide the highest levels of service. A list of supported manufacturers is shown below:

Cisco, Gandalf, Watchguard,  
3Com, Hewlett Packard, Zyxel  
Allied Telesysn, IBM  
Avaya, Lucent  
Axis, Netgear,  
Baystack, Netscreen,  
Cabletron/Enterasys, Newbridge,  
Chase, Nokia,  
D-Link, Nortel,  
Draytek, Perle,  
Ericsson, Planet,  
Extreme, Sonicwall.

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## Field services

- Maintenance - hardware 'break fix'.
- Voice and data networks
- Dedicated 24 hour support helpdesk
- UK, Ireland and mainland Europe coverage
- Guaranteed response and fix times
- IMACS (Installs, Moves, Additions, Changes)

## Systems supported

- Network environment
- Complete Wintel environment
- Flexible service levels ie. engineer only, resource only, parts only and logistics only, or a variety of combinations to suit your needs

## Network services

- Qualified engineers - all engineers hold the relevant qualifications
- Project work: design, pre-stage, installation, documentation, LAN & desktop refresh
- LAN and WAN
- Voice and Data Networks

## Supported vendors

- Cisco, Huawei, 3Com, Nortel, Nokia, Nortel Extreme, IBM, Avaya, Ericsson, Draytek, Gandalf, D-link, Chase, Cabletron/Enterasys, Hewlett Packard, Lucent, Netgear, Newbridge, Pearle, Planet, Sonicwall, Watchguard, Zyxel.

## Network management

- Networking monitoring
- Systems monitoring
- Performance and capacity audits
- Software upgrades

## Systems supported

- Communications - LAN/WAN, IP Telephony, Security
- Wintel based platform
- All network components

Customer satisfaction is key to everything we do

For more information on Kalamazoo - Reynolds' Data Comms and Network support solutions contact your Account Manager, call 0800 169 7055 or email: [itsalesenquiries@kalamazoo.co.uk](mailto:itsalesenquiries@kalamazoo.co.uk)  
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