

SERVER SUPPORT

YOUR SERVERS, SUPPORTED YOUR WAY

Server estates are now the major mission critical area within a company's IT infrastructure. They must provide high availability whilst demanding 24/7 cover, even when a company operates for standard daytime hours. When a server goes down, it can take several hundred users with it or vital areas such as the e-commerce operation, the invoicing system or e-mail communications with the outside world. The real 'cost per hour' for server downtime can be an astronomical figure.

Organisations today demand a pro-active approach to support and 24/7 monitoring. They need a provider with the ability to diagnose and resolve server issues, even before the end user notices there is an issue. Kalamazoo - Reynolds have over thirty years experience in maintaining critical IT equipment, with specific experience of servers from all the major manufacturers, particularly IBM, HP and Dell. We support standalone servers, virtualised servers, blade servers, and rack-mounted servers, as well as mid-range computers and SANs. Some of the biggest Blue Chip companies in the UK rely upon us to keep their server farms operational day and night.

Your servers, your service requirements

- SLAs - if you need a two-hour fix on a 24 x 7 x 365 basis, or an eight-hour fix from Monday to Friday only, we can help you.
- 24/7 monitoring - if you need your servers monitoring on a 24 x 7 x 365 basis, but don't want to implement a night shift for your IT department, we can help you.
- Instant criticality assessments - if you need any server faults assessing for criticality as they happen, day or night, but don't have the headcount to facilitate this level of attention, we can help you.
- Adaptable responses - if you need your server faults fixing immediately if critical, but by pre-arranged downtime appointments whenever possible, we can help you.

- Life cycle and growth strategy - if you need someone to advise you on upgrading or expanding your servers, we can help.
- Impartial purchasing advice - if you need advice on which servers to purchase, we can offer your company unbiased advice. We are independent, so our allegiance is to you and your business.

Your pro-activity, your peace of mind

We also offer server health checks, either as part of your contract or on an ad-hoc consultancy basis. Our consultants will inspect where your servers are located and report back their findings on key areas such as the power source, the servers' environment and any possible security risks they may identify. The system's current and proposed hardware configuration will be reviewed, and the software will be assessed for security risks and vulnerabilities. Your backup systems and procedures will also be inspected and assessed. Finally, a comprehensive report will be presented to you by our consultant.

The service package you need for your servers is available now, from Kalamazoo - Reynolds.

Customer satisfaction is key to everything we do

For more information on Kalamazoo - Reynolds' Server support contact your Account Manager, call 0800 169 7055 or email: itsalesenquiries@kalamazoo.co.uk
www.kalamazoo.co.uk