



exertis

Enterprise
Services
2020 >
a **DCC** business

Contents

| | |
|--------------------------|---|
| Welcome | 3 |
| Pre and Post Sales Needs | 4 |
| The Service Portfolio | 5 |

Empowering, enabling and educating reseller partners

Exertis Enterprise Services allow you to provide your customers with total peace-of-mind IT infrastructure operations.

To be 100% sure you are fully supported and equipped to confidently recommend, sell and service the leading enterprise networking, unified communications, server & storage, security and software solutions, Exertis:

- › Operate our own secure Technical Assistance Centre (TAC)
- › Are vendor accredited and authorised
- › Deliver real-world training
- › Take responsibility for service delivery against our documented SLAs

The one thing we do not do is just sell-through vendor delivered services or training.

Every pre- and post-sales requirement is covered, and we are flexible – you choose which service suits you according to your needs, resources and knowledge level. Engage with Exertis Enterprise Services and together we can strengthen your customer service offering and up your in-house knowledge, skills and support levels.

Regards

Geof Towns

Head of Enterprise Services





Covering all pre- and post sales needs

Every customer, every network and every solution is unique. Exertis Enterprise Services are flexible, comprehensive and adaptable to allow you to benefit from as much or as little as required throughout each and every stage of the sales cycle – from initial scoping and discovery, to ongoing management and maintenance and educating customers to deliver first-line support.

With Exertis Enterprise Services you're assured of:

- › 24/7/365 cover
- › 100% Exertis operated TAC
- › 100% vendor accredited & endorsed delivery
- › FREE pre-sales scoping & proof of concept
- › Qualified, experienced engineers
- › White label option
- › Flexible & tailored solutions
- › UK wide training centres
- › Real-world, practical, hands-on training
- › Experienced and accredited trainers

Delivering you profitable long
term customer relationship

The Services Portfolio

Presales

Exertis Scope

We work together to deliver the optimal solutions and secure your customers' confidence and trust pre-sale. We introduce technologies, survey requirements and deliver proof of concept through:

- › Webinars
- › Live 'in-network' onsite demonstration

- › Wireless site survey
- › Proof of concept evaluations
- › Scope of works

And the best bit? All our Exertis Scope services are provided totally free. It's our investment at the start of what we want to be a long-term, mutually beneficial relationship.

Postsales

Exertis Deploy

Succeed at the Scope stage and Exertis Deploy services accelerate implementation and deployment to get your customers operational in the optimal time and with minimal disruption.

- › Vendor accredited consultancy and installation
- › Fully documented
- › End-user sign-off and acceptance on completion
- › Full project management option
- › UK and mainland Europe

Exertis Engineering

Engineering and pre-configuration services are available across our product portfolio. These services can be added to most orders to enhance your service to customers by meeting specific requirements the deployment may require:

- › Component Install
- › RAID Configuration
- › Asset Tagging
- › Printer PDI
- › Imaging

Exertis Educate

We have trained thousands of engineers on vendor accredited training courses. Our real-life and hands-on approach to training is delivered by Exertis trainers – all active technical consultants with real-world experience of deployment, configuration and support and are recognised worldwide as being experts in their field.

Exertis Educate training is delivered throughout the year across the UK at Exertis Educate centres in Burnley, Stoke and Basingstoke, or on-site at your premises. Exertis Educate delivers immediate, real-world benefits:

- › Reduced cost of network design, management and maintenance
- › Strengthens customer relationships through certified staff and being part of the vendor community
- › Reinforcement of class based learning with post-course access to 24x7 support, free of charge, for 60 days

With Exertis Educate, training is available for you and your customers. In addition to vendor accredited course ware, bespoke courses can be designed.

The Services Portfolio

Postsales

Exertis Maintain

The speed and quality of response when help is needed is critical to avoid potentially expensive downtime. Exertis Maintain ‘break-fix’ support contracts cover all possible requirements with different levels of cover according to need from support access to hardware replacement and more.

| Service | Hours/ Days | Support Access | Hardware Replacement | Engineer to Site |
|---------------------------|----------------|----------------------------------|-------------------------|---------------------|
| Maintain Basic | 8x5 | Telephone, E-mail and Web Portal | - | - |
| Maintain Basic HW | 8x5 | Telephone, E-mail and Web Portal | Next Business Day | - |
| Maintain Advanced | 24x7 | Telephone, E-mail and Web Portal | - | - |
| Maintain Advanced HW | 24x7 | Telephone, E-mail and Web Portal | Next Business Day | - |
| Maintain Advanced HW Plus | 24x7 | Telephone, E-mail and Web Portal | 4 Hours | - |
| Maintain Premium` | 24x7 | Telephone, E-mail and Web Portal | 8 Hours | 8 Hours |
| Maintain Premium Plus | 24x7 | Telephone, E-mail and Web Portal | 4 Hours | 4 Hours |
| Manage Advanced | 24x7 | Telephone, E-mail and Web Portal | Next Business Day | - |
| Manage Enhanced | 24x7 | Telephone, E-mail and Web Portal | 4 Hours | 4 Hours |

Exertis Assist

For those times when requirements are new and outside a request-for-change of an existing Exertis Maintain and Exertis Manage service, Exertis Assist provides for the purchase of additional service credits. Purchased and used in hourly blocks, Exertis Assist Credits can cover all of your customers change requirements.

Exertis Manage

For the ultimate ‘safe pair-of-hands’ the Exertis Manage service allows you to deliver a comprehensive managed service to your customers without incurring the time, costs, staff and risk involved in setting up inhouse. Modular based, Exertis Manage covers: firewall; networking; and unified communications.

Exertis Monitor

Exertis Monitor brings the proactive monitoring capabilities of our Exertis Manage services, and makes it available across any vendor. This service can provide remote monitoring, log collection and incident response services across any platform with an IP address, or applications residing on those platforms.

Exertis Cyber Security Audits

Exertis is proud to be an IASME Governance and Cyber Essentials Certification Body and is able to offer our Cyber Security Auditing Program to our reseller partners, both for internal use but also to offer to your clients. Offering a government supported level of assurance without the time, cost and risk of setting up the service.

IASME is recognised as the best cyber security standard for small companies by the UK Government, as the leading Accreditation Body for the government-backed Cyber Essentials certification scheme and the award winning IASME Governance standard.

Cyber Essentials is a simple but effective government backed scheme that will help protect your organisation, whatever its size, against a whole range of the most common cyber-attacks.

White Label Service

Deliver the ultimate service experience and strengthen your customer relationships by offering Exertis Enterprise Services under your banner. Exertis Maintain and Exertis Manage services are available to any partner as a fully bespoke option, and a real plus is the products to be supported can be Exertis products, non-Exertis products, or a mixture of both.

- > Delivered in your name
- > Your own virtual 24/7 support team
- > Branded ticket portal
- > Tailored to your customer’s current service requirements
- > Exertis and non-Exertis products supported

Exertis TAC

At the heart of the Exertis Enterprise Services operation is the Exertis operated TAC. A cutting edge, always on operation ensuring that your customer’s installations are supported by qualified,

experienced staff, working to best-in-class processes and service levels. Only by being responsible for our own operation can we be confident in our Exertis defined and documented service levels so that you are confident in providing optimal, peace of mind IT infrastructure operations.

All of the systems and infrastructure that power the TAC are built in a fully redundant capacity eliminating any single point of failure, improving performance and strengthening internal security. The TAC runs on the vendor hardware, software and technologies which we maintain and manage for our customers.

The Exertis TAC features:

- > A dedicated, qualified, team of network installation, management and monitoring specialists with over 60 years’ experience
- > Mitel Authorised Service Centre, Huawei Certified Services Partner
- > Failsafe operation

All delivered from the Exertis TAC by vendor endorsed qualified engineers.

- > 24/7/365 monitoring and decision making
- > Health monitoring & proactive management
- > Pre-agreed SLA
- > Full service visibility
- > Ticketing web portal access
- > Fast-tracked vendor escalation
- > Comprehensive, scheduled reporting
- > White label option

To find out more about how Exertis Enterprise Services can help your business talk to us: 01256 707070 or email: ees.services@exertis.co.uk

However for sales enquiries customers should contact their Exertis Account Manager first

All Exertis Enterprise Services are authorised and accredited by:



store.exertis.co.uk



Exertis UK



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