



NVIRON SUPPORT SERVICES OVERVIEW

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Nearly every organisation has made an investment in IT and enjoyed the benefits this has delivered. But, with this reliance comes a downside. Disruption of your IT infrastructure, for whatever reason, can trigger drastic and sometimes fatal consequences for your organisation. To ensure continued and high-level business performance, IT support services are critically important.

Nviron support services are designed to minimise the burden of running your IT infrastructure and help you to align the IT function with the business. The Nviron service objective is to deliver a secure, trouble-free and cost-effective business computing environment.

SERVICES TO MEET EVERY REQUIREMENT

Nviron offers three flexible and comprehensive support service ranges:

CUSTOMERCARE

Providing basic telephone support for organisations that have sufficient expertise to maintain systems on a day to day basis but require the ability to escalate calls from time to time. On-site support can be incorporated by adding pre-purchased days to the agreement.

SYSTEMCARE

Providing essential proactive support for the server systems which underpin business processes. SystemCare is designed to offer complete peace of mind and comprises a range of flexible support elements that can be mixed and matched to meet every support requirement

NTRUST

Providing a comprehensive managed service option that allows organisations to out source some or all elements of their IT infrastructure to Nviron.



NVIRON FLEXIBLE SERVICE ELEMENTS

The Nviron CustomerCare, SystemCare, and nTrust managed service support solutions are based on a range of flexible support elements. This approach enables every support requirement to be met in a manner that best suits the customer. These elements include: telephone and remote access support, remote server monitoring, managed firewall/VPN, consultancy days, proactive maintenance visits and a range of unit based support options for desktop and application support.

NVIRON SUPPORT CENTRE

The Nviron Support centre represents a significant investment in resources and skills designed to ensure that Nviron's flexible and comprehensive support solutions can meet any organisations needs. It can provide everything from telephone support through remote monitoring to disaster recovery workplace - all designed to keep your IT investment up and running.

VIRTUAL ENVIRONMENTS

Nviron support services are virtual environment aware and will support host machines in a VMware Enterprise or Microsoft Hyper-V environment. In addition specialist service options are available to support the virtualisation infrastructure and its associated storage.

QUALITY MANAGEMENT SYSTEM

Nviron operates a business-wide ISO9001:2000 accredited Quality Management System (QMS) which defines processes and procedures for all aspects of customer engagements including the delivery of consultancy and support services.

The QMS is regularly independently audited by BSI to ensure conformance to defined standards giving an independent assurance of service delivery quality.





SERVICE OPTIONS

SERVICE OPTIONS	DESCRIPTION
Account management	Account management is an integral part of all our services and provides a single point of contact for all client issues
Telephone support	Telephone support via the Nviron Support Centre provides technical advice, guidance and is the entry point for problem resolution
Support Centre Online	Web based call logging, review and reporting
Remote access support	Secure access to customer servers using secure remote access technology to enable hands-on problem investigation and resolution
Remote server monitoring	Microsoft System Centre Operations Manager based remote monitoring of servers including proactive ITIL-compliant incident management processes
Proactive maintenance visits	Scheduled and pro-active technical service visits to audit server configurations, maintain patch levels and plan future changes
Unlimited emergency support	Unlimited call out for "System Dead" situations
7x24 Crisis Helpline	The ability to invoke support on a 7x24 basis
Directed Days	Discounted, flexible pre-paid days giving access to Nviron's technical consultancy skills on a call off basis
Unit based desktop and application support	Flexible pre-paid unit support for ad-hoc desktop and application support
Managed firewall & VPN	Managed service for firewall and VPN
Managed server	Managed service for servers
OneCall single point of contact	Single point of contact service allowing third party calls to be logged and escalated via the Nviron Support Centre
Desktop procurement	Managed procurement service for desktop, printer and consumable items
Hardware maintenance management	Management of hardware warranty and maintenance contracts as an integral part of the services agreement

OPTIONS BY SERVICE TYPE

	CUSTOMERCARE	SYSTEMCARE	NTRUST
Account management	Basic	Standard	Premium
Telephone support	✓	✓	✓
Support Centre Online		✓	✓
Remote access support		✓	✓
Remote server monitoring		⚙️	✓
Proactive maintenance visits		✓	✓
Unlimited emergency support		✓	✓
7x24 Crisis Helpline		⚙️	⚙️
Directed Days	⚙️	⚙️	⚙️
Unit based desktop and application support	⚙️	⚙️	⚙️
Managed firewall & VPN			✓
Managed server			✓
OneCall single point of contact			⚙️
Desktop procurement			⚙️
Hardware maintenance management			⚙️

 Included	 Optional
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Contact Nvtron today and we will arrange for a services specialist to contact you to discuss your support requirements.

NVIRON SUPPORT CENTRE

The Nviron Support Centre helps to minimise the burden of running your IT infrastructure, delivering a secure, trouble-free and cost-effective business computing environment. It underpins all Nviron services and is the hub of the CustomerCare, SystemCare and nTrust managed service support solutions.

RESOURCES

The Nviron Support centre represents a significant investment in both skills and resources. It is comprised of a number of key resources, including:

A second line telephone support team - that will welcome and record your call often providing an immediate technical solution

A comprehensive problem recording and escalation system - that you can access via the Internet to log and progress calls

Third-line specialist support - for complex incident escalation including access to key supplier support routes

Server and network monitoring services - giving immediate alerts to the support team of incidents impacting monitored items.

Secure remote connectivity to your servers - delivered from reserved isolated support zones to ensure no compromise of your network security allowing problems to be investigated online

Resilient management systems - for the Nviron nTrust Managed firewall, VPN and IPS service

Comprehensive lab systems - to allow replication of complex problems

Staging services - for the pre-build and test of new equipment

Technical training and demonstration rooms - where you can learn more about new technologies

Disaster recovery workspace - where images of your key servers can be restored after an unplanned event onto replacement hardware (hardware supply an extra charge)

Remote desktop support allowing desktop to be included with servers in a single agreement framework

These resources, coupled with our qualified experienced staff, are clear evidence that Nviron support solutions provide a high quality service designed around your exact needs and guaranteed to keep your IT investment up and running.

ACCREDITED CONSULTANTS

Our consultants are continually trained to the exacting standards required by our partners. This has enabled us to achieve the highest accreditations available, including Microsoft Gold Certified Partner status. This level of investment in our staff is a guarantee that we will always be able to provide you with exceptional service as well as keeping you up to date with the latest IT developments and strategic advice. Nviron operates a registered ISO 9000 Quality Management System.

NVIRON PORTAL

The Nviron support Portal is a service available only to Nviron support customers allowing calls and request for changes to be logged any time. The system also provides convenient access to call status and relevant service reports.

NVIRON SOLUTIONS

Nviron support service users have the added benefit of full access to the Nviron Solution specialist teams which include:

Microsoft - as a Microsoft Gold Partner Nviron maintains a high level of expertise in Microsoft Core Infrastructure technologies which can be called on to design and implement major changes and upgrades. The forthcoming Windows Server 2008 product wave is a key area of solution planning that Nviron can help with.

Security - Nviron has held specialist skills in security since its formation and can offer a range of leading solutions for perimeter security, content filtering and secure encrypted email/FTP. Key partnerships include Stonesoft, Tumbleweed, Celestix, Web Sense and Trend Micro.

Storage, Backup & Virtualisation - driven by the green agenda this area is delivering unprecedented cost and power savings by consolidating storage and servers to a lower carbon footprint. In parallel to storage consolidation organisations are reviewing the impact de-duplication can have on their data backup strategy and moving to virtual tape library solutions. Key partnerships include VMware, EqualLogic, Quantum, Riverbed, Symantec, Neverfail and Vizioncore.

All Nviron service users have priority access to our public educational solution events and on demand access to solution discovery workshops.

Contact Nviron today and we will arrange for a solution specialist to discuss your requirements.



CONTACT DETAILS

Nviron Limited, Chester Road, Preston Brook, Runcorn,
Cheshire, WA7 3FR, United Kingdom

Telephone : +44 (0)1928 809000

Fax : +44 (0)1928 804000

General enquiries: info@nviron.co.uk

Sales enquiries: sales@nviron.co.uk

www.nviron.co.uk

HOW TO FIND US

From M56, leave Motorway at Junction 11, take the exit signposted A56 Preston Brook.

Follow this road for roughly 1 mile, go straight over the roundabout in front of the O2 building.

About 400 metres after this roundabout, there are a small number of office buildings on the right.

Nviron Limited is the last of the brick built offices, immediately before a white building.

