

Support Solutions



SMART Operating System Support

As the pace of technological change continues to increase, the range of skills required to effectively support the business environments found in modern IT based companies can be very diverse. This means that the organisation's own internal IT department frequently needs access to external expertise.

Operating System Support benefits include:

- 24 x 7 x 365 support
- Unlimited number of support calls
- Guaranteed 30 minute response
- Per server pricing structure
- Multi-server and multi-platform options
- No penalties for upgrading or alterations in mid-contract
- Remote access support at no additional cost
- On-site consultancy escalation
- Total problem management
- Discounted rates on all other Keystone services

We offer first-rate technical user support for the following complex server operating systems:

- Windows
- SCO
- IBM AIX
- IBM OS/400
- IBM SP
- HP-UX
- SUN Solaris
- Linux
- Tru 64
- Novell
- Citrix
- VMS



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24 x 7 x 365 Support and Unlimited Support Calls

Our support services are available 24 hours a day and 365 days a year, with an unlimited number of support calls. This is backed up by full access to our technical support team. Support calls can also be for telephone advice and guidance on existing environments.

30-Minute Response

All telephone contracts are guaranteed a response time of 30 minutes. We currently run on an average response time of less than 2.5 minutes.

Per Server Pricing Structure

Operating System Support is offered at a standard rate per server, irrespective of specifications, up to a maximum number when a group contract is applied. All servers are supported, regardless of hardware specification.

Multi-server and Multi-platform Options

We offer substantial cost savings in a multi-server and multi-platform environment. This is due to our unique approach to support. This allows our customers to benefit from having the latest technology and allowing an **upgrade of their systems mid-contract without incurring any additional costs.**

Remote Access Support at no Additional Cost

We offer a remote dial-in function via a modem or ISDN line to diagnose and, where possible, provide an appropriate solution. This removes the delay in waiting for on-site assistance and the additional costs involved. This is like having our technicians local to your system – but at no extra cost.

On-site Consultancy Escalation

Additional service options are available for on-site escalation where telephone support is inappropriate to provide a suitable resolution.

Total Problem Management

We offer Front End Management Solutions for you IT systems, providing total support on complete systems with just a single point of contact. Our support team will manage the calls on all support issues, regardless of whether hardware, software, maintenance or disaster recovery agreements are in place with us. We will oversee and co-ordinate all the parties involved to ensure a swift and successful resolution to the problem, thereby avoiding the difficulties of establishing problem ownership.

Discounted rates on all other Keystone services

Should a consultant be required on site as a result of a support call, client's benefit from a concessionary discount on the normal daily rate for on-site consultancy. An Operating System Support contract qualifies the customer for discounted rates on all Keystone I.T Support Services.

