



## SMART Support Solutions

SMART Support services provides a wide range of hardware and software support for the open systems environment. It offers a single point of control, management and accountability for your infrastructure, while allowing you to maintain ownership of your IT assets.

### Features

Support plans vary based on your equipment, availability requirements, and budget. Standard features can include:

- 24x365 onsite support.
- 24x365 support from the Keystone Remote Resolution Centre - which provides incident management, diagnostics and problem resolution.
- Software fix and patch management.
- Hardware and software installations and upgrades.
- Equipment relocations.
- Micro-code feature and functionality upgrades.

### Benefits

- **Quick problem resolution**  
Turn to one point of contact for product maintenance and support issues. Because we own the problem from initial call through resolution, your IT staff is free to focus on more strategic issues.
- **Less system downtime**  
Eliminate time wasted trying to determine the source of an equipment failure, and which vendor to contact for support. Our service professionals will help keep your systems up and running under defined service levels that you choose.
- **Expansive expertise**  
Rely on our staff of service professionals, averaging over 15 years of heterogeneous Support experience. They understand the intricacies of today's complex Support services, and can ease the burden on staff resources that are already stretched thin.

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# Support Solutions



Our SMART Support Solutions are designed to offer our clients with **Scalable Modular Active Response Technology**, where:

**Scalable** means that we offer IT support to customers right through the business scale - from customers relying on a single server in a small business environment through to major corporations with multiple mission-critical sites.

**Modular** options available under our SMART Support include:

- Business Continuity Management
- Helpdesk Support
- Hardware Maintenance Support
- Operating System Support
- Proactive Support

**Active** and swift response to customer's needs and problems are second nature to Keystone. Our ability to get an engineer on-site when required is a key item in our SMART Support Services.

**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.

**Technology** - our support call infrastructure is based around a high performance technology running on Lotus Notes. This has been designed to monitor call progress and result in a closed call situation in the fastest time possible.

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# Support Solutions



## Operating System Support

The fundamental building block of our SMART support Solutions is the Server Operating System Telephone Support. Offering full 24x7, unlimited calls on all major server Operating Systems, including UNIX (all flavours including IBM-AIX, SUN-Solaris, Compaq Tru-64, OS/400, HP-UX, Linux & SCO), Windows NT/2000/SBS, Novell, Citrix etc.

## Helpdesk

Available as a "bolt-on" option to Server Operating System Support contracts, our Helpdesk product provides direct to desk support on a wide range of end user applications including Microsoft Office, Star Office & Lotus SmartSuite™.

## Hardware Maintenance

Our support includes many hardware maintenance options providing total support on servers, workstations, laptops, peripherals and communications equipment. A range of support levels and response times are available to cover all critical and non-critical equipment.

## Business Continuity

Our Business Continuity Managed Services provides various options for this essential business issue. From equipment offload, remote connection or mobile recovery through to the use of fully equipped business recovery centres.

## Server Applications

Our support services are also available for many server 'bolt-on' software applications, including Remote Access, Backup & Data Migration, Server Databases, High Availability Services, File-system Storage and Volume Managers.

