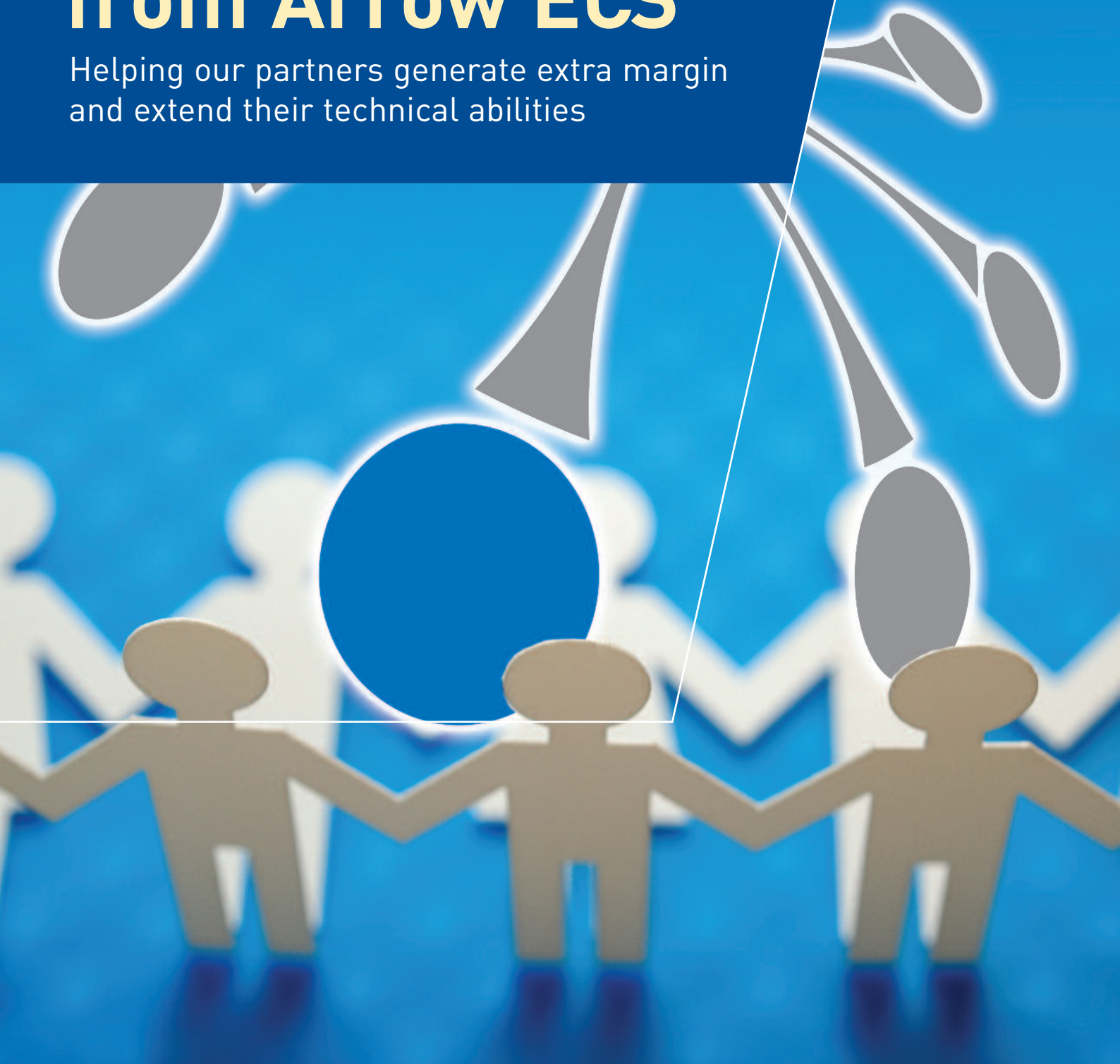




ARROW ENTERPRISE COMPUTING SOLUTIONS

# Security Services from Arrow ECS

Helping our partners generate extra margin  
and extend their technical abilities



# Security Services from Arrow ECS

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ARROW ENTERPRISE COMPUTING SOLUTIONS

**Arrow ECS can offer pre-sales independent technical advice, a full range of services including design and implementation, customer services, and IT training. Our skills and services complement and extend your own resources whilst sharpening your competitive edge.**



## Security Assessment and Auditing

Arrow ECS enables you to provide your customers a turnkey, end to end security practice through our Security Services offering. Our security experts hold certifications that exceed industry requirements and we can deliver that expertise on your behalf to your customers.

### Arrow ECS' expertise and certifications include:

#### Consulting

- Risk assessment
- Health check
- Regulation compliance
- Code review
- Firewall rules assessment

#### Hacking

- Vulnerability assessment
- Physical assessment
- Incident response
- Wireless
- VOIP
- Web application
- Databases

#### Training

- Knowledge transfer
- Vendor systems training
- Company bespoke training

#### Documentation

- Policy assessment / design
- Security solution design
- Security GAP analysis



## Demonstration and Proof of Concept Services: validating the solution's ability to solve specific business challenges

Arrow ECS Solution Suites are the largest of their kind in the UK. Your customer can see a single vendor product in action or the deployment a small-scale implementation, designed to validate a proposed solution's ability to resolve specific business challenges.



## Security Consultancy Services

Industry-certified engineers are available on a project basis to deliver a broader range of technical skills to your customers and expand technology opportunities that bring you more business, such as assessments, design, migrations and implementations. Pricing is based on the complexity of the project and the engineering skills required for the job.

### Vendor

Bluesocket  
Blue Coat  
Celestix  
Nokia  
Check Point

ActivIdentity  
Symantec  
Security  
Clearance

### Certifications

BCWSA  
BCCPA, BCCPP  
MS ISA ADMIN  
NSA  
CCSA, CCSE, CCSE+, CCSI, CCMSE, CCMSE +VSX, CCSI  
ACP Securemote Access  
SEP, SNAC, BRIGHTMAIL  
SC level



## Security Support Services

Arrow ECS' Customer Support Centre (CSC) provides a highly qualified and multi-tiered single point of contact focusing on resolving technical issues. Per Incident cost effective support offerings are now available.

### Arrow ECS' support services include:

- 12x5 or 24x7x365 service levels
- Vendor certified engineers with multi-platform expertise
- Automatic renewal notifications
- Contract customers are able to call directly

For information or pricing on any of these services, please contact our Security Sales Team on **0118 913 0650** or email [securitysolutions@arrowecs.co.uk](mailto:securitysolutions@arrowecs.co.uk)



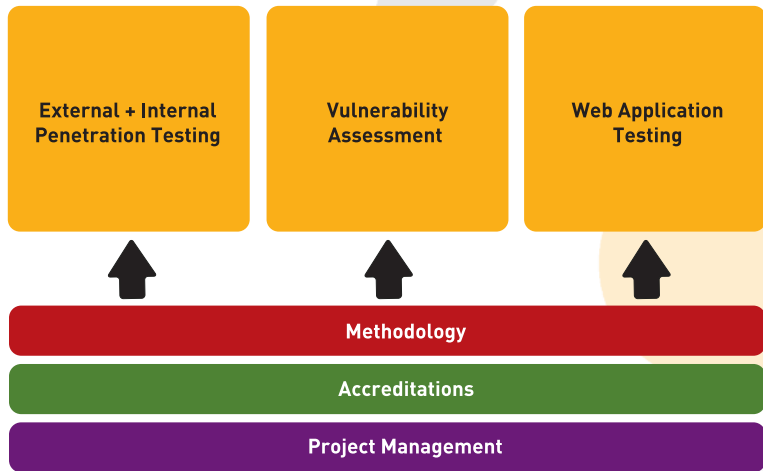
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Information security is a perpetually growing market. As the complexity and frequency of attacks increase, your customers need advice on how to prevent their company being the next headline disaster. Arrow ECS can provide you with a framework of services that are complementary and can be applied to any organisations' requirements.



### Arrow ECS' services include:

- External and internal penetration testing
- PCI compliant testing
- Managed Vulnerability Assessment services
- Web application testing
- Managed web application security monitoring
- Code review
- Database audits
- Incident response
- Server forensic audits
- Training

Arrow ECS provides an engagement process you can take to your customers to ensure the right services are scoped. It is not enough to have a list of services, but it is the way those services are packaged and delivered with an understanding of the client's business drivers. This is what sets our services apart from our competitors.

The security engagements with your customers will be more than just a single project. Arrow ECS can help you to create a lifecycle process for each customer based on their business drivers and risk appetite. This ongoing management and single point of order for your customers means they can trust you to deliver an ongoing range of security services that meet their needs.

Defining a full project lifecycle at the outset delivers the following benefits:

- Communicates the value of your proposition over your competitors
- Maximises the potential value of the project
- Helps the customer define their total budget requirement

Business Driver	Customer Considerations	Arrow ECS Solution Summary
PCI compliance	<ul style="list-style-type: none"> <li>• How to correctly define the project scope</li> <li>• What are the right assessment options to ensure that the project covers the required areas of PCI?</li> <li>• PCI requires the use of an Approved Scanning Vendor (ASV)</li> </ul>	<ul style="list-style-type: none"> <li>• Team experienced in all sizes of PCI projects</li> <li>• We can address all technical aspects of PCI</li> <li>• Authorised PCI ASV</li> </ul>
Best practice	<ul style="list-style-type: none"> <li>• How to correctly define your current security status and ensure your strategy meets or exceeds the current security market trends</li> <li>• Planning your security architecture for the future</li> <li>• How do you maintain the most secure environment within budget constraints?</li> </ul>	<ul style="list-style-type: none"> <li>• Identify current security posture through GAP analysis and Health Check</li> <li>• Create a roadmap to achieve goals</li> <li>• Options given to fit within budget and identified risk appetite</li> </ul>
Secure web applications	<ul style="list-style-type: none"> <li>• Are your current WebApp(s) secure?</li> <li>• How frequently should they be being tested?</li> </ul>	<ul style="list-style-type: none"> <li>• Initial consultant WebApp test and remediation follow-up</li> <li>• Ongoing WebApp Security monitoring</li> </ul>
Code of Connection	<ul style="list-style-type: none"> <li>• How do you identify non-compliant areas within the CoCo guidelines and ensure that you can meet the challenges of CoCo?</li> </ul>	<ul style="list-style-type: none"> <li>• Health Check identifies gaps in order to build a roadmap to compliance</li> </ul>
Improve internal capabilities	<ul style="list-style-type: none"> <li>• What is the best way to grow practical penetration testing skills?</li> </ul>	<ul style="list-style-type: none"> <li>• Accredited training scheme</li> <li>• Skills transfer options on penetration tests</li> <li>• Access to Sentinel testing facilities to safely practice skills</li> </ul>

To purchase this support, please contact the sales team on **0118 913 0650** or email [securitysolutions@arrowecs.co.uk](mailto:securitysolutions@arrowecs.co.uk)



## Security Assessment and Auditing from Arrow ECS

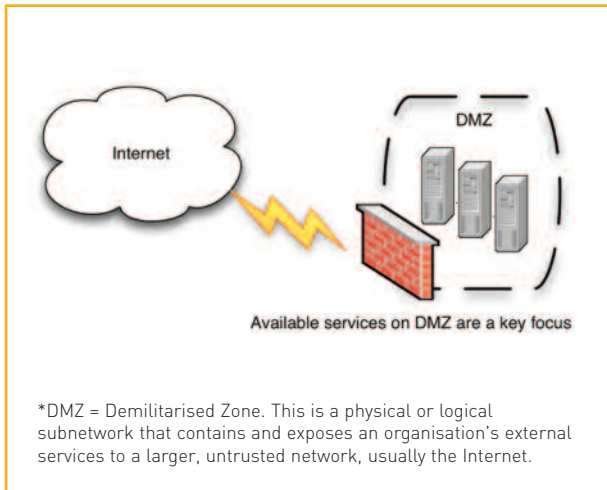
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### External Penetration Testing

**Penetration tests from the Internet are undertaken to ensure the customer's public exposed network is robust against remote attack. Most companies rely on having services available over the Internet and disruption of these services causes loss of revenue, and potentially a loss of faith in the IT department. Services can be compromised through a number of direct and indirect attacks aimed at the infrastructure.**



A security test of the network is more than just evaluating the firewall. It is a thorough assessment of all visible services on the DMZ\* behind the firewall.

The full spectrum of services running on the hosts are identified and individually tested to ensure they are running the latest patched versions and have been correctly configured.

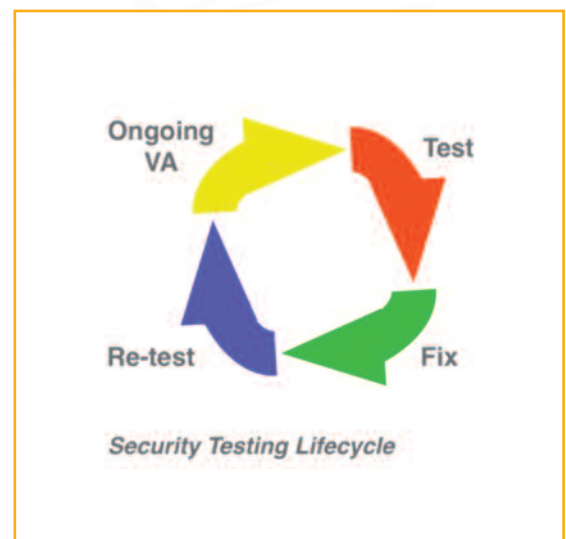
False positives are qualified out, then removed and the consultant then risk-rates the confirmed vulnerabilities - taking into account any mitigating factors, including the context of the specific customer and their risk appetite. A concise, highly readable technical report, with a strategic management summary is then written and delivered to the customer.

### Arrow ECS Penetration Testing delivers:

- A compliance 'Sign-Off' letter
- Most thorough option for external testing
- Zero false positives and strategic advice in a Management Summary

The customer will often require a remediation test to provide a 'clean' report after they have implemented the recommendations from the first test report. This is especially true when it is a compliance requirement. Arrow ECS can help your customers plan the entire lifecycle of the project at the outset, so there are no unexpected additional costs. External network remediation tests can often be carried out for a fixed price if it is conducted within 30 days from the initial assessment.

Following a penetration test, clients should consider ongoing Vulnerability Assessment (VA) to ensure a network is being maintained. VA services are a cost-effective way to maintain the security programme and demonstrate best practice.



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## Security Assessment and Auditing from Arrow ECS

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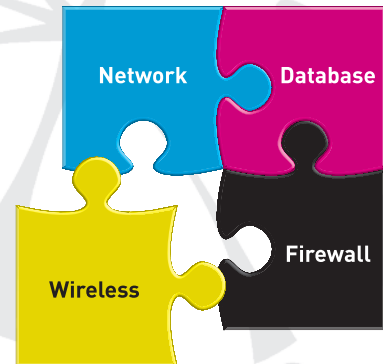


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### Internal Penetration Testing

**An internal security test takes place on the customer's premises, where all systems, including servers, workstations and network devices are accessible.**

**Internal tests can include wireless testing, firewall rules review, VOIP assessment, server forensic audits, architecture review and more. A conference call or face-to-face meeting can be arranged when a qualified opportunity requires detailed scoping.**



Arrow ECS internal testing makes all the pieces come together.

### Firewall Rules Review

When a firewall is initially installed, it should be tested to ensure it is operating as required. Over time, if left unchecked, firewalls can often be weakened by temporary rule changes being left unresolved and additional rule complexity creating unforeseen gaps. Reviewing firewall rules every 6 months ensures gaps are discovered and remedied. This is also a PCI requirement. PCI is a standard from the PCI Security Standards Council, developed to ensure financial data security standards.

### Network Assessment

A qualified consultant will attend the customer's premises and methodically assess the security of the network including some of the potentially overlooked areas. Some customers who fastidiously patch and maintain their mainstream hosts can forget about niche systems, bespoke internal applications, backup software and other services which, when compromised, can provide unexpectedly high levels of access to a network. Most industry regulations require annual internal testing and a company should also consider regular internal VA tests to complement the annual consultancy service.

### Wireless Audits

Your customers need to know what wireless access points are on their network and ensure they are correctly configured with encryption and authentication mechanisms. Arrow ECS has specialist consultants in this area who are able to assess the entire wireless spectrum. Using state of the art spectrum analysers and highly trained consultants Arrow ECS is able to provide a complete auditing service.

### Architecture Review

An architecture review offers significant value in ensuring the client has up-to-date documentation and that the logical design is secure and robust.

### Database Audit

Databases hold your customers' critical data, so an audit that goes beyond checking patch revisions is necessary. Arrow ECS provides a comprehensive database auditing service that goes far beyond a network scan. In this service, all common databases (Oracle, SQL Server, etc) are interrogated to find configuration and schema weaknesses that might result in data loss or put data integrity at risk. Comprehensive reports ensure the customer is able to take steps to lock down one of their most important assets.

### Server Forensic Audit

A server forensic audit is a 'deep dive' assessment of a single host. With physical access to the system, a qualified consultant will extract data central to the functioning and configuration of the server. Log settings, account management, registry settings and more are scrutinised. A comprehensive report is produced, which identifies weaknesses or deficiencies in any part of the configuration of the host.

Server forensic audits are recommended for servers performing critical functions and to identify improvements that can be replicated across the network.

To purchase any of these services, please contact the sales team on **0118 913 0650** or email [securitysolutions@arrowecs.co.uk](mailto:securitysolutions@arrowecs.co.uk)



## Security Assessment and Auditing from Arrow ECS

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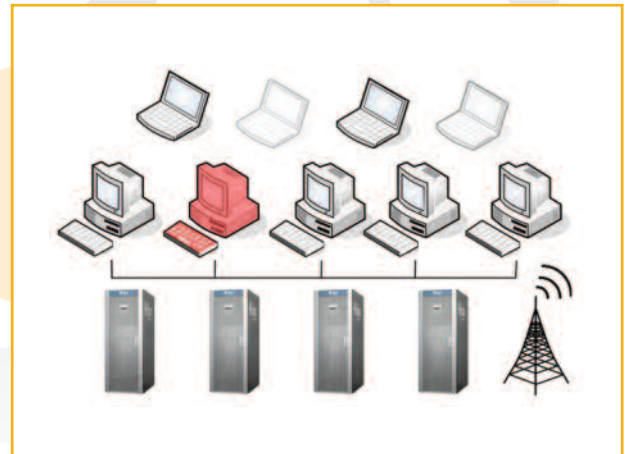
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### Vulnerability Assessment

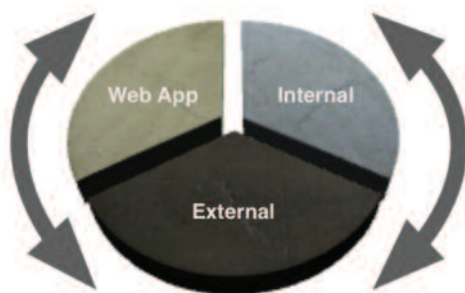
**Arrow ECS can offer your customers a full range of Vulnerability Assessment (VA) services ranging from external to internal and even website and web application security monitoring. Our services are run as a managed service, meaning that once it is set up and configured the customer can concentrate on their core business while the security testing is carried out by Arrow ECS professionals.**

Keeping a network secure is a challenging task as it is a constantly moving target. Laptops often come and go on the network, unauthorised wireless access points get added and IT project teams build temporary servers to test new software. In such a dynamic environment, how can you spot the rogue machine, or a compromised host without waiting for the next internal audit?

Typical infrastructure testing is carried out monthly or quarterly. The reports are delivered to the customer directly and are backed up by senior consultants who are on hand to help the customer with any queries they might have on the issues identified, or on the remediation steps required.



### Arrow ECS covers all aspects of VA



Web Application monitoring is a unique service that tests a given application every day or week looking for new vulnerabilities at a very deep level. SQL injection, XSS, session management and more issues are tested for on a daily basis. The service has the ability to understand most types of web languages, including HTML, JavaScript and Ajax. The service also tracks changes to the web application, looking for any changes that might be considered suspicious and will warn you with the exact details of the change.

The customer receives an automatic notification when an issue occurs and is able to access a portal with all the details they require to take immediate action.

With straightforward and competitive pricing, every business with a website or web application should seriously consider this unique service from Arrow ECS.

To purchase this support, please contact the sales team on **0118 913 0650** or email [securitysolutions@arrowecs.co.uk](mailto:securitysolutions@arrowecs.co.uk)



## Security Assessment and Auditing from Arrow ECS

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### Web Application Testing

**Web applications are a strategic part of doing business for most companies. Communication to their customers and interaction with business partners both require the efficient operation of a web services model.**

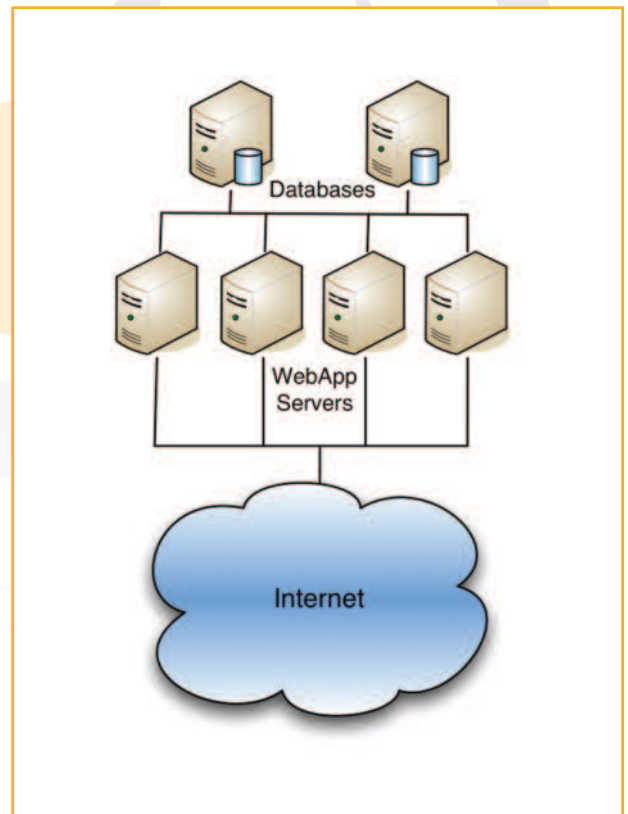
Web applications are highly exposed because of their immediate proximity to the public Internet. A poorly written script on a web application can allow an attacker to get access to sensitive back end databases.

Arrow ECS is able to perform deep web application testing, which goes far beyond running an automated tool. Our consultants are experts in manually analysing web applications in the same way an attacker does.

Most websites and applications are dynamic in their design, using databases at the back end and scripts that execute on the browser. Arrow ECS' consultants will verify how robust the architecture is against an attacker by tampering with the variables passed back to the application server.

#### A web application testing will identify the below plus much more:

- SQL injection, XSS and all OWASP top 10 issues
- Inadequate session management
- Poor authentication policies or mechanisms
- Incorrectly configured or invalid certificates



The report produced shows exactly how each vulnerability was exploited with screenshots including examples so that the issue can be replicated, identified quickly and remediated efficiently.

Even minor updates to a web application's code can introduce significant vulnerabilities, so it is necessary to create a multi-layered strategy to protect web applications, which includes regular consultant testing whenever new or significant code is released.

Additionally, clients may want to consider the WebCheck service which runs regular scans each day or week looking for common vulnerabilities which may get introduced as a result of minor updates to their web applications. The WebCheck service is described in more detail in the 'Vulnerability Assessment' document from Arrow ECS.

To purchase this support, please contact the sales team on **0118 913 0650** or email [securitysolutions@arrowecs.co.uk](mailto:securitysolutions@arrowecs.co.uk)



## ActivIdentity Support Offering

Helping our partners generate extra margin and extend their technical abilities



ARROW ENTERPRISE COMPUTING SOLUTIONS

### ACTIV **ID** ENTILITY™

Arrow ECS' Customer Support Centre (CSC) provides a single point of contact with a multi-tiered support model for resolution of all your post-sales technical support calls. Our support service is delivered by highly qualified technical engineers that work closely with the vendor Technical Assistance Centre (TAC) and are available 24x7x365. We offer you an unlimited number of requests to be raised under the terms of your support agreement.

Below are the features of our ActivIdentity Support Offerings:

CSC Support Features	PS Support - Standard 12x5
Extended business hours, case handling, technical support and hardware support	7am – 7pm Monday to Friday

Priority Level and Examples	Initial Response Time – Standard 12x5
Priority 1 production system non-functional or essentially unusable	1 hour (extended business hours)
Priority 2 system partially usable or temporary workaround available	4 hours (extended business hours)
Priority 3 minor problem with low impact on operation	8 hours (extended business hours)
Priority 4 no impact on operational condition of product	2 days (extended business hours)

Hardware Replacement	Description
Advanced Replacement	Arrow ECS will dispatch RMA / equivalent hardware on the same business day the fault has been diagnosed as warranting a replacement. It is the end user's responsibility to return faulty hardware to Arrow ECS at their expense within 30 days.
On-site Support	Chargeable consultancy is available upon request.

For support queries, please contact the CSC team on **0870 366 8533** or **0118 971 1533** or email [security.support@arrowecs.co.uk](mailto:security.support@arrowecs.co.uk)

To purchase this support, please contact the sales team on **0118 913 0650** or email [securitysolutions@arrowecs.co.uk](mailto:securitysolutions@arrowecs.co.uk)



## Blue Coat Support Offering

Helping our partners generate extra margin and extend their technical abilities



ARROW ENTERPRISE COMPUTING SOLUTIONS



BLUETOUCH® CERTIFIED PARTNER

**Arrow ECS has a strategic partnership to provide certified Level 1 and Level 2 technical support on behalf of Blue Coat Systems.**

Arrow ECS can provide 24 hour support for organisations that are looking for a single response to their needs. As a Blue Coat® BlueTouch(SM) Certified partner, here are the benefits provided by Arrow ECS:

- Certified technical experts with advanced configuration, installation, operation and troubleshooting capabilities
- A support centre lab environment that is capable of replicating problems
- Established service delivery infrastructure that provides 24x7 support

Blue Coat maintains strict performance guidelines and audits BlueTouch Certified Partners on a regular basis in order to guarantee the highest standards of support to its user community. Therefore you can always have the confidence that Arrow ECS will always offer the best level of service possible adhering to the following:

- Service Level Agreements (response times)
- Support call resolution rates
- Maintain a required number of engineers that are trained and certified according to Blue Coat's highest standards

### Service Level Agreements are as follow:

Priority Level and Examples	Initial Response Time
Priority 1 production system non-functional or essentially unusable	1 hour
Priority 2 system partially usable or temporary workaround available	2 hours
Priority 3 minor problem with low impact on operation	4 hours

Hardware Replacement	Description
Advanced Replacement	If, after troubleshooting the issue, Arrow ECS determine that the hardware must be replaced, Arrow ECS will request an RMA from Blue Coat. Once the RMA is approved by Blue Coat, Arrow ECS will provide the authorisation number and shipping instructions / address to the customer for shipping to a regional Blue Coat facility. The customer is responsible for shipping the hardware directly to Blue Coat and Blue Coat will ship new hardware back to the customer according to the service level purchased by the customer.

For support queries or to purchase this support, please contact **0118 971 1515** or email [securitysolutions@arrowecs.co.uk](mailto:securitysolutions@arrowecs.co.uk)



## Bluesocket Support Offering

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ARROW ENTERPRISE COMPUTING SOLUTIONS



Arrow ECS' Customer Support Centre (CSC) provides a single point of contact with a multi-tiered support model for resolution of all your post-sales technical support calls. Our support service is delivered by highly qualified technical engineers that work closely with the vendor Technical Assistance Centre (TAC) and are available 24x7x365. We offer you an unlimited number of requests to be raised under the terms of your support agreement.

Below are the features of our Bluesocket Support Offerings:

CSC Support Features	PS Support - Standard 12x5
Extended business hours, case handling, technical support, hardware support	7am - 7pm Monday to Friday

Priority Level and Examples	Initial Response Time - Standard 12x5
Priority 1 production system non-functional or essentially unusable	1 hour (extended business hours)
Priority 2 system partially usable or temporary workaround available	4 hours (extended business hours)
Priority 3 minor problem with low impact on operation	8 hours (extended business hours)
Priority 4 no impact on operational condition of product	2 days (extended business hours)

Hardware Replacement	Description
Advanced Replacement	Arrow ECS will dispatch RMA equivalent hardware on the same business day the fault has been diagnosed as warranting a replacement. It is the end user's responsibility to return faulty hardware to Arrow ECS at their expense within 30 days.
On-site Support	Chargeable consultancy is available upon request.

For support queries, please contact the CSC team on **0870 366 8533** or **0118 971 1533** or email [security.support@arrowecs.co.uk](mailto:security.support@arrowecs.co.uk)

To purchase this support, please contact the sales team on **0118 913 0650** or email [securitysolutions@arrowecs.co.uk](mailto:securitysolutions@arrowecs.co.uk)



# Check Point Support Offering

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Arrow ECS' Customer Support Centre (CSC) provides a single point of contact with a multi-tiered support model for resolution of all your post sales technical support calls. Our Support service is delivered by highly qualified technical engineers that work closely with the vendor Technical Assistance Centre (TAC) and are available 24x7x365. We offer you an unlimited number of requests to be raised under the terms of your support agreement.

Below are the features of our Check Point Support Offerings:

An unlimited number of technical support calls CSC support features	PS Support - 12 x 5 (7am-7pm)	PC Support - 24x7x365
Extended business hours	●	●
Single point of contact	●	●
Case handling	●	●
Technical support	●	●
Hardware replacement	●	●
Advice service	●	●
Support update service	●	●
24x7x365		●
On-site assistance	Chargeable	Chargeable

Priority level and examples	Initial Response Time – 12 x 5 (7am-7pm)	Initial Response Time – 24x7x365
Priority 1 production system non-functional or essentially unusable	1 hour (other than Premium customers)	30 minutes
Priority 2 system partially usable or temporary workaround available	4 hours	2 hours
Priority 3 minor problem with low impact on operation	8 hours	4 hours
Priority 4 no impact on operational condition of product	2 days	1 day

**Please note:** If you are not a Check Point Certified Support Partner (CCSP) then without CSC support you will not be able to deliver your customers' first and second line telephone support. Arrow ECS CSC team work in conjunction with Check Point TAC as a CCSP. Arrow ECS is required to deliver first and second line support on behalf of Check Point. The call is then escalated to Check Point TAC should the CSC team be unable to resolve the issue.

For support queries, please contact the CSC team on **0870 366 8533** or **0118 971 1533** or email [security.support@arrowecs.co.uk](mailto:security.support@arrowecs.co.uk)

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## Security Consultancy Services

Helping our partners generate extra margin and extend their technical abilities



ARROW ENTERPRISE COMPUTING SOLUTIONS

**Arrow ECS technical services support your profitability with add-on engineering, security consulting, support and education to give you the power to extend value to your customers.**

As a value-added reseller, servicing your customers with the best possible solutions is a top priority. Sometimes you might lack the time, training and cross-technology expertise to support new technologies. Increasing technical complexity and competitive pressures place mounting demands on your internal resource and a major new technology implementation can stretch those resources beyond their limits.

Arrow ECS offers packaged services which means in the current economic climate customers can budget more effectively.

### Arrow ECS' Consultancy Services helps you to:

- Manage business growth with fewer engineering staff
- Explore opportunities outside your normal geographic coverage area
- Deliver new skill sets
- Capture revenue for a greater range of projects and services than previously possible
- Guarantee implementation costs with our service delivery packages
- Deliver a full solution to your customers including implementation, documentation and bespoke knowledge transfer

**Below are the various packages Arrow ECS can offer:**

	Bronze	Silver	Gold	Platinum*
Description	Entry-level service delivery consultancy for small projects including documentation.	Mid-sized service delivery package that includes end user knowledge/skills transfer as well as documentation.	Longer-term service delivery for larger, more complex projects.	Bespoke service delivery for large, complex environments or where compliance is a factor.
Pre-Consultancy Meeting	Yes (conference call or in person)	Yes (conference call or in person)	Yes (conference call or in person)	Yes (on-site)
Project Management	No	No	No	Yes
Scope Agreement	Yes	Yes	Yes	Yes
Documentation	Yes	Yes	Yes	Yes
End User Training	No	1/2 day	1 day	Yes
Out of Hours	Yes (4 hours included)**	Yes (4 hours included)**	Yes (4 hours included)**	Yes
Max Sites (England + Wales)	1	2	3	n/a
Max Users (Endpoint or appliance)	250/2	500/3	1000/5	n/a
Consultancy Price From	£ 1,500	£ 3,000	£ 4,500	POA - guaranteed service delivery pricing for longer projects.

\*Premium service is specific to any customer wanting guaranteed cost consultancy rates. Relates specifically to government projects, compliance requirements and requires specific scoping, and sign off.

\*\*Applies only to consultancy commencing prior to 8pm. Additional out of hours can be arranged at £895 per 4 hours or £1,790 after 00:00.

For information or to book any of these services, please contact our Security Sales Team on **0118 913 0650** or email [securitysolutions@arrowecs.co.uk](mailto:securitysolutions@arrowecs.co.uk)



## Security Support Services

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ARROW ENTERPRISE COMPUTING SOLUTIONS

**Arrow ECS' Customer Support Centre (CSC) provides premium post-sales technical support with the flexibility of tailored packages to meet your customers' business requirements.**

At Arrow ECS, customer satisfaction is paramount. We are committed to reliable, flexible and expert customer support that ensures our implemented solutions continue to exceed expectations.

The Arrow ECS Customer Support Centre will provide remote/ telephone support in timed allocations (1 Incident = 4 Arrow ECS Engineer hours). Where possible our Support Engineers can connect remotely to devices to view the configuration (with the customer's consent). Incidents can be purchased on an ad hoc basis or in Bundles (5 or 10 per annum).

**Arrow ECS' contract customers can benefit from the following comprehensive support service:**

- Multi-discipline support team structure:
  - Frontline team with soft skill, Service Call Management focus
  - 2nd/3rd line teams with specialist technical and break-fix focus
- Common Service Desk (CSD) across operational and support teams

**Below are the two levels of support the CSC can offer:**

### 1 Dedicated 24x7x365 Vendor Support Offerings

This support service is delivered by highly qualified technical engineers that work closely with the vendor Technical Assistance Centre (TAC).

This support is available 24x7x365 and prices are available on request.

### 2 Per Incident Support Offerings

This support service is available to customers for ad hoc post-sales technical assistance with testing, troubleshooting and configuration or even installation issues in respect of either security hardware or software components from the Arrow ECS portfolio. This service may serve resellers / end users who have their own skilled technical resource and only require assistance very occasionally or for specific projects of a relatively high complexity.

The Arrow ECS Customer Support Centre will provide remote/ telephone support in timed allocations (1 Incident = 4 Arrow ECS Engineer hours). Where possible our Support Engineers can connect remotely to devices to view the configuration (with the customer's consent). Incidents can be purchased on an ad hoc basis or in Bundles (5 or 10 per annum).

**This support is currently available with the following vendor products:**



#### Pricing:

Pricing for 1 incident @ 4 hours	<b>£240</b>
Pricing for 1 bundle @ 5 incidents	<b>£960</b>
Pricing for 1 bundle @ 10 incidents	<b>£1,920</b>

For information or pricing on any of these services, please contact our Security Sales Team on **0118 913 0650** or email [securitysolutions@arrowecs.co.uk](mailto:securitysolutions@arrowecs.co.uk)

# Arrow ECS Professional Services One Call Support




**In today's fast-paced business environment, don't let your customers suffer from inefficient support and unnecessary downtime.**


A little insurance can go a long way toward protecting the bottom line. With Arrow ECS support services, you and your customers get instant access to our highly trained team of experts and timely solutions across multiple platforms. Our support contracts enhance your customer's existing vendor maintenance contracts by providing a single support contract that covers virtually every product in your customer's data centre, thereby eliminating the hassle and frustration of single vendor / single product support.


Our telephone-based technical support services are available around the clock, providing expert troubleshooting assistance whenever it's needed. We provide a one-stop shop support solution; the customer is never told to call someone else.

## Contact us today

Find out more about how One Call can provide your customers with access to expert advice across multiple platforms:

 0118 913 0690

 onecall@arrowecs.co.uk

 [www.arrowecs.co.uk/onecall](http://www.arrowecs.co.uk/onecall)

## Features and Benefits

One Call support reduces system downtime and increases overall reliability and productivity.

- **Industry certified engineers** - with real world experience. Certifications include MSCE, CCA, CNE, CCNA, VCP and vendor product certifications, and many others.
- **Personalised Service** - the phone is ALWAYS answered by a person, you never have to deal with voicemail or automated menu systems!
- **A single point of contact for all your support needs** - we troubleshoot across multiple products and platforms so you never have to call someone else to get your issue resolved.
- **Escalation support** - we escalate to vendors as needed on your behalf to resolve the most complex of issues at no additional charge.
- **Extensive knowledge base** - developed over years of solving complex problems, our knowledge base lets us quickly diagnose and resolve commonly reported issues or any issue that has been reported in the past.

## Options

One Call support contracts are telephone-based, incident based, and good for 12 months. You pay for only the amount of coverage you think you will need in a year. Options include:

- Standard business day support, 8:00am – 5:00pm in the customer's local time zone
- 24x7x365 support
- Incidents are purchased in increments of five