



Business
Intelligence

Data
Centre

Cloud

Mobility

Enterprise Computing Solutions – United Kingdom

Premium Restoration Service

This exceptional service offers customers a high-level re-configuration facility in addition to our enhanced Hardware Replacement Support. The service is designed to alleviate the burden from already stretched technical resources and reduce network downtime.

Upon diagnosis of faulty hardware, an engineer will be dispatched to arrive on site within 4 hours with replacement parts. The Engineer will install the replacement appliance then load the correct version of software onto the replacement unit and install the last saved configuration, within 4 hours of arrival on site.

Service Overview

- 8x5 and 24x7 support options available
- Guaranteed 4 hour response to site and additional 4 hour fix time anywhere in mainland UK
- Penalty payments for non performance
- Remote configuration back up

Benefits

- Arrow provides single source of technical assistance for both HW and SW problems
- Arrow manages all aspects of the RMA and Re-configuration process
- Full Restoration of service within 8 hours of confirmation of failure
- Assurance of optimal network availability
- Offering total solution to your customers, ensuring quality of service

Pre-Requisites

- The end user must make back-up copies of all software and configurations. Back-ups should be scheduled and additional back-ups made after any changes to the configurations
- The end user must supply back-ups of configurations required to restore service at the time of the most recent back-up
- The end user must provide Operating System details and Software, together with relevant license keys, in use at the time of failure
- All software components and configurations must be made available at the time the engineer is on site
- If the faulty unit is part of a distributed environment, the engineer will need access to the management server in order to push the policy to the enforcement point. The end user must let the engineer know where the management station is and what the login credentials are.

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