



Infrastructure Support

Tailored services to suit your needs.

COOLSPIRiT™

www.coolspirit.co.uk

Service Levels

COOLSPIRiT support services are delivered through a single-point-of-contact utilising the comprehensive range of skills and resources within our dedicated 24/7 technical assistance centre based centrally. Support contracts are available with the below service level and features:

Fix

- Return to service within defined SLA
- Onsite engineer
- Parts to site
- Escalation
- Software support upon request

Response

- Engineer to site within defined SLA
- Parts following diagnosis
- Escalation
- Software support upon request

Advanced Replacement

- Return to service within defined SLA
- Escalation
- Software support upon request

Support as Required

Covering devices from all the leading networking vendors that include servers, routers, switches, desktops and laptops COOLSPIRiT have the technical expertise to successfully respond to a variety of networking scenarios.

The devices COOLSPIRiT support span across many different technologies such as IP Voice, Unified Communications, Servers & Desktops, Wireless and Security which are all maintained by a comprehensive infrastructure of experienced technical teams.

Tailored Service Levels

COOLSPIRiT Service Levels are split into 3 defined areas; Fix, Response and Advanced Replacement. Depending on the requirement, all customers can select a variety of options to tailor their own SLA in response to their networking needs.

As part of the defined Service Levels provided, customers can select a specific time constraint to accompany the SLA whether that be a 4 or 8 hour response, Monday to Friday coverage, or a complete 24/7 support package. These flexible options mean COOLSPIRiT can deliver measured service levels to customers in a way that exactly meets their specific needs.

Contact us today for more information:

T. **01246 454 222**

E. **hello@coolspirit.co.uk**



Network Maintenance Services

COOLSPIRiT is recognised as one of the leading IT support service providers across the UK and Ireland.

COOLSPIRiT support technology portfolio includes WAN, LAN, Security and IP Telephony incorporating all the leading network vendors including Cisco, 3Com, Nortel, Juniper, IBM, HP and Extreme Networks.

- UK, Ireland and mainland Europe coverage
- A single point of contact for all related incidents
- Guaranteed responses and fixes within defined service level agreement
- Extensive spares resource
- A vast network of skilled and accredited field based engineers backed up by specialist consultants
- 24/7 Service Desk and call logging facility
- Service delivery management
- Remote and onsite trouble shooting services

Our support services are delivered through a single-point-of-contact utilising the comprehensive range of skills and resources within our dedicated 24/7 technical assistance centre based centrally.

UK and Ireland Offices & Spare Locations

- Support Office
- Spares Storage Facilities

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We support the following vendors:



...plus many more

Support Engineer Levels

COOLSPIRiT heavily invest in the training and accreditation of our engineers and cover the following support levels.

Level 1

- Entry level grade for junior engineers.
- Working to CCNA/MCDST/A+ with field experience.
- Can handle basic fault finding hardware and software.

Level 2

- CCNA/MCSA qualified with field experience and at least 2 years field experience.
- Can handle fault finding on a wider range of equipment, installation and OS config.
- Dell DSP.

Level 3

- CCNP/MCITP, MCSE qualified with at least 2 years field experience, complex fault finding, basic system design.
- Dell DSP.

Level 4

- At least CCNP/MCITP, MCSE level with over 4 years field experience, project management, complex fault finding, complex system, 3rd line.
- Broad skill set with Leadership skills.
- IBM System X Certified.

Level 5

- CCNP, CCVP, CCSP, CCIP/MCITP, MCSE.
- Consultant Level with 6+ years field experience.
- Team Leader, Pre Sales with Area of specialisation.
- Prepare and implement training.
- HP Blade Centre ASE. VMware VCP. Citrix CCA.

Level 6

- CCIE Voice, Security & Routing/Switching qualified.
- Team Leader, Pre Sales. Area of specialisation.
- Prepare and implement training.

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Supported Vendors

COOLSPIRiT is committed to delivering the highest standards in support services by providing you with unrivalled levels of service and support in order to minimise downtime and increase operational efficiency.

Backup & Recovery

- Commvault
- EMC
- Veeam
- Microsoft
- Symantec
- Arcserve

Data & Networking

- Cisco
- F5
- Citrix
- KEMP

Routing & Switching

- Alcatel
- Cisco
- HP, 3COM, H3C
- Draytek
- Cisco
- Nortel
- Juniper
- Netgear
- Zyxel
- Dell

Security

- Cisco
- Citrix
- Microsoft
- Juniper
- McAfee
- Symantec
- Palo Alto
- Sophos
- VMware
- ESET

Device & Application Management

- Microsoft

Unified Collaboration

- Cisco
- Microsoft
- Quest

Data Centre Virtualisation

- Microsoft
- Citrix
- VMware

Desktop Computing

- Cisco
- Microsoft
- Quest

EUC/Desktop Virtualisation

- VMware

Management

- Cisco
- Microsoft
- Quest

Mobility

- Apple
- Google

Operating System

- Microsoft
- Apple
- Linux/Unix

Public Cloud

- Microsoft
- AWS

Wireless

- Cisco
- Site Survey

Server & Storage Infrastructure

- Cisco
- IBM
- NetApp
- HPE
- QNAP
- Sun/Oracle
- Nexsan
- EMC
- Dell
- ESET