

SUPPORT SERVICES CONTRACT MANAGEMENT

Supporting the complex, simply

PROTECT THE ENVIRONMENT SUPPORTING YOUR BUSINESS THROUGH ITS LIFECYCLE

Is it challenging to control IT assets across your environment? Is the information you need kept in silos? Have you calculated the business impact of downtime?

Delivering business critical services is your mission, and part of that is ensuring that your full IT environment is supported effectively and efficiently.

But this can be a complex and time consuming part of the job. We can help you to consolidate your multiple support contracts, whether hardware, software or subscription based models into one support agreement.

KEY BENEFITS

- Reduce costs by removing support contract inefficiencies and inaccuracies
- Inventory control
- Gain control of contract renewal dates and negotiate discounts
- Be more efficient by ensuring the right support levels
- Be compliant
- Worldwide delivery – experts in delivering support management globally.
- 24 x 7 support via phone or email depending on your needs.
- Over 20 years' experience providing support services via a dedicated account management team

APPROACH

Depending on your requirements, and how many sites you operate across, we can create a clear view of your IT estate in different ways:

DISCOVERY

Asset audit:

You can provide us with your inventory or we can conduct manual inventory collection using a handheld barcode reader on location.

Full hardware and software inventory:

An automated and secure tool will discover and create an inventory of all network connected devices and licensable status of software.

ASSESSMENTS & INSIGHTS

The data provides an overview of your IT infrastructure featuring:

- Product
- Manufacturer
- Installed configuration
- Warranty and support

Identification, and ongoing management of licensed products currently installed and their licensed status.

Expert consultancy to recommend options for the business in the short and long term.

CONTRACT MANAGEMENT

One single contract to consolidate a variety of support agreements across multiple vendors. Ongoing independent management of support services.

FOR MORE INFORMATION

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