

vSupport

A comprehensive support services for Citrix infrastructure.

Overview

Ensure your customers protect their Citrix software investment and reduce incidents of expensive on-site support with direct telephone access to our Software Support Service Desk. Guarantee rapid response to incidents with 1st line technical vetting, utilising a common Citrix knowledge base and discovery checklist to diagnose problems quickly and effectively.

High-priority and complex incidents are passed promptly to 2nd line analysts who will contact you and progress the incident to a satisfactory outcome. Service Desk consultants have access to Citrix technical specialists who offer 3rd line support and may be involved at any stage in the support process.

Key Benefits

This service offering will deliver the following:

- Resolve incidents and problems in an efficient manner reducing impact on your business
- Cost-Effective solution priced on a pre-paid "incident" ticket basis
- Tickets can be used for forth coming consulting and support services giving you added flexibility
- No need to invest in costly training for your own staff
- Fully supportable by Citrix who offer 3rd line support

Deliverables

- Service Desk is available as a Gold Coverage support option, offering 0800 – 1800 Monday to Friday (excluding Bank & Public holidays) or as a Platinum Coverage option, offering 24x7 assistance
- All incidents are recorded on a Service Desk Tool and customers are provided with a reference number for easy incident tracking and follow up
- Management escalation points are provided to customers and regular customer satisfaction surveys ensure the service remains of the highest quality

Supporting your current Citrix infrastructure is becoming more and more challenging. Why spend time and effort training your own internal staff on Citrix, when you can buy our flexible support options (backed by Citrix).

If you have a complex infrastructure, would like a flexible piece of mind that you can call on specialists for support / Advice or even consultancy, then the VirtuSys support packages are for you.

Products Supported:

XenDesktop, XenApp, XenServer, Provisioning Server, NetScaler, Branch Repeater, Access Gateway and even AppSense.

| Support Option | 5 Incident Tickets | 10 Incident Tickets | 25 Incident Tickets | 50 Incident Tickets |
|---------------------------------------|---------------------|---------------------|---------------------|---------------------|
| Product Coverage | All Citrix software | All Citrix software | All Citrix software | All Citrix software |
| Gold Coverage (business days only) | 08:00 – 18:00 | 08:00 – 18:00 | 08:00 – 18:00 | 08:00 – 18:00 |
| Platinum Coverage | 24x7 | 24x7 | 24x7 | 24x7 |
| SLA – Response Times | 2 Hours | 2 Hours | 2 Hours | 2 Hours |
| Incidents eligible for Cons. Trade in | No | Yes | Yes | Yes |
| Contract length | 12 Months | 12 Months | 12 Months | 12 Months |

Making Virtualisation, Networking and Cloud work for you..

About VirtuSys Limited

VirtuSys Limited provides businesses with access to industry leading experts in the field of Virtualisation. Our service portfolio are designed to offer a truly integrated suite of IT services to assist in the advice, design, deployment and support of IT requirements to meet our customers' business needs.

For more Information

For more information about consulting services and support available from VirtuSys Limited visit www.VirtuSys.co.uk, email sales@virtusys.co.uk or call +44(0)1608 610020

Complementary Service Offerings

A Virtual Datacentre infrastructure consists of a number of differing technology areas. The services detailed below all form part of the Virtual Datacentre solution, we at VirtuSys can help you deliver them as an integrated service offering covering multiple vendor solutions.

| | Server | Storage | Desktop | Application |
|---------------------|--------|---------|---------|-------------|
| Assessment | ✓ | ✓ | ✓ | |
| Design and Planning | ✓ | ✓ | ✓ | ✓ |
| vStart | ✓ | | ✓ | ✓ |
| Health Check | ✓ | ✓ | ✓ | ✓ |

Our approach

Our objective is to deliver true business value and effectiveness within our clients businesses. Our combined capabilities and consultative approach ensures that they can deliver against cost and productivity demands, keeping their businesses competitive in a rapidly changing market.

Strategic Partners

As an independent consultancy solution advisor to our customers, VirtuSys holds strategic partnerships with all key vendors within the Virtualisation market. This independence allows us to tailor our services to maximise our customers IT efficiencies and address their key business challenges.

Our Strategic Partners:



VirtuSys Limited

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