



Network Maintenance

Computacenter's centralised approach to Network Maintenance helps organisations safeguard business continuity while controlling support costs.

What we do

To maintain business continuity and service levels, organisations must be able to quickly resolve any problems with their network.

Computacenter's Network Maintenance service simplifies traditional break-fix support by centralising incident management, engineering, logistics and service management across a range of multi-vendor technologies.

From LAN switches and WAN routers to remote access devices and firewalls, our Network Maintenance service helps organisations maintain the availability and performance of their core networking components. The service includes:

Incident management: Network faults can be logged 24/7 by telephone or the web, and are managed through to closure. Remote diagnosis enables many problems to be resolved by our second line support team, with any remaining issues escalated to relevant vendors to ensure a rapid response.

Flexible service levels: We offer a range of standard service levels - from next business day through to a four hour fix – to meet your organisation's availability requirements and budget.

Alignment to business needs: all contracts are supported by Computacenter's service management team. Providing reporting, escalations

and a customer value scorecard to ensure that the service meets your expectations and continually aligns to your strategic goals.

How it helps

Computacenter's Network Maintenance service enhances troubleshooting and incident restoration, resulting in:

Simplified Management: A centralised approach to Network Maintenance across multiple devices and vendors will free up internal resources from non-differentiating support tasks and supplier management for more strategic activities.

Reduced Cost: By accelerating incident resolution, you will be able to reduce the total cost of ownership associated with your network.

Reduce Risk: Our 24/7 and UK-wide vendor accredited service will prevent network faults from resulting in costly business downtime. We will help co-ordinate the engineering expertise, vendors and replacement parts needed to efficiently resolve network problems, which will mean a higher quality of service for your internal and external customers.

"With Computacenter's centralised maintenance services we have a single point of contact, which reduces the administrative burden."

Computacenter helps us to ensure we have the most appropriate level of support at the lowest price point, by minimising the cost of IT maintenance, we can deliver more cost-effective mapping services to our customers."

Duncan Munro
Information Systems Supplier
Manager, Ordnance Survey

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Why we are different

Our Network Maintenance services are founded on ITIL best practice standards as well as Computacenter's own proven industrialised processes. Customers benefit from our:

Breadth and depth: Computacenter has a dedicated networking practice and more than 20 years experience of implementing and managing network infrastructures. Our Network Maintenance service is co-ordinated via 19 strategic and regional locations across the UK.

Expertise: We hold in excess of 200 vendor accreditations, which include certifications from networking specialists such as Cisco, Nortel, HP, Bluecoat, F5, Juniper and Checkpoint. We have the largest independent engineering force in the UK, which includes 45 certified Cisco engineers.

Shared resources: Our engineering team, service desk and monitoring capabilities are all based on an industrialised model, which means you can benefit from the economies of scale and tap into a flexible resource pool based on your changing business needs.

Where we have done it

Ordnance Survey has consolidated its maintenance contracts through Computacenter, which provides support for more than 300 Cisco network infrastructure components as well as hundreds of servers.

Service levels are based on the criticality of each device, ranging from a four hour onsite response for Ordnance Survey's crucial systems to next-day repair and parts replacement for the development/test infrastructure.

The partnership with Computacenter enables Ordnance Survey to take advantage of economies of scale and the company's vendor relationships.

A consolidated approach to hardware maintenance has enabled Ordnance Survey to manage risk, remove complexity and reduce costs by up to 20 per cent a year.

What next?

To find out how Computacenter's Network Maintenance can help you, please contact your account manager or email enquiries@computacenter.com