advatek

advacare

Enterprise Support Services

Augment the effectiveness of your existing IT Team with complimentary skills from Advatek

The AdvaCare Enterprise Support Service offers a solution to the challenge of recruiting, training and retaining technical staff in the fast-paced IT sector. Our service bridges the gap between traditional support and managed services and is tailored for large organisations that already have a comprehensive existing IT team.

What is AdvaCare Enterprise Support?

We give you access to high level skills on an agreed SLA, enhancing your ability to support your organisations needs in the areas of Security, Networking, Cloud and Data Centre Infrastructure. With a focus on high end enterprise technologies, our unique service offers both quality and exceptional value.

AdvaCare's Elastic Billing

Introducing Elastic Billing, our flexible pricing model, covering multiple devices with optional monitoring. This dynamic billing adapts to your usage, ensuring fair charges and maximum value.

AdvaCare Extended Support Features at a Glance:

- Access to our comprehensive service desk during business hours, with options to upgrade to 24x7x365.

- Access to a state of the art web based portal for real-time visibility and ticket management.

- Direct assistance with configurations, upgrades and best practice guidance.

- A flexible pricing model adaptable to your organisation's growth for cost predictability.

- Billing based on actual usage with the ability to adjust service levels quarterly.

- Expertise from certified professionals in enterprise network, security, cloud and data centre infrastructure technologies.

- Fast track ticket resolution and management of manufacturer TAC for minimal downtime.

- Enterprise device monitoring for tailored insight into the performance of your IT infrastructure.

- Benefit from specialised modules for additional system checks and strategic insights.

AdvaCare Premium Included Features

8x5 Support Desk (Guaranteed 4 hour response)

Advatek 2nd, 3rd and 4th line Support

Management of Manufacturer TAC

Remote System Access

Remote Remediation of Support Issues

Technical Questions / Knowledge Transfer
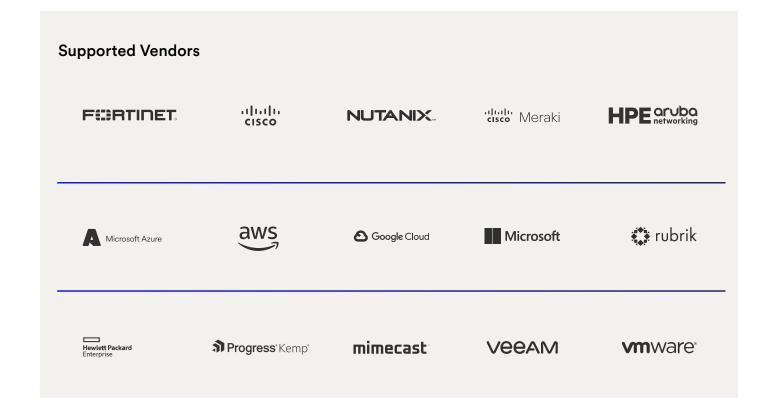
Firmware Advice

EOSL Review

Monthly Executive Report

Optional Upgrades

24x7 Support Desk (Guaranteed 4 hour response)

Enterprise Monitoring Service (Powered by LogicMonitor)

Dedicated Service Delivery Manager

On-site Technical Architect

Supported Vendors

FORTINET

CISCO

NUTANIX

cisco Meraki

HPE aruba networking

Microsoft Azure

aws

Google Cloud

Microsoft

rubrik

Hewlett Packard Enterprise

Progress Kemp

mimecast

veeAM

vmware

Why Advatek?

Since 2014, Advatek has redefined the IT Solutions and Services landscape. We've stood as a compelling alternative to the traditional, multimillion-pound industry giants, bringing a refreshing shift in focus towards the client experience. Our approach is characterised by an authentic, personalised service delivery and a people-centric philosophy.

We take immense pride in delivering a world-class service, leveraging our deep industry expertise and knowledge. Our technical capability is second to none, which enables us to operate at the highest levels within our industry. We have many high profile reference sites and are trusted by many private and public sector clients to deliver key components of their IT strategy.

For more information

To learn more about Advatek Enterprise Support visit our webpage or book a 30-minute, no-cost strategy session with a Advatek expert.