



## ▶ IT SUPPORT & MAINTENANCE

**on365 is an independent specialist provider of energy efficient Data Centre and critical physical infrastructure services for public sector, SME and corporate clients across the UK and Europe.**

### The Challenges

There is no such thing as a 'set and forget' Data Centre or server room Network Critical Physical Infrastructure (NCPI). Installing a UPS, back up generator, air conditioning and fire suppression provisions can protect your Data Centre's mission critical systems but it does not guarantee continual uptime.

Air conditioning has filters, UPS have batteries, rooms get dirty. As with all moving parts or electronic equipment, things wear out and can occasionally go wrong and most Data Centre operators do not have the internal resources to deal with these problems.

### The Solution

**on365** provides comprehensive IT support capabilities which encompass installation, system testing, network integration, on-site maintenance and audit/review services.

Nationwide service and support is provided through **on365's** Service Support Desk which uses one of the latest software-based management systems.

Our service and support group consists of a team of fully qualified and highly experienced engineers and technicians all trained to IEE standards specialising on all aspects of pre and post sales technical support, repair, maintenance and service support.

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## The Benefits

With **on365** Preventative Maintenance services your NCPI components or system will receive a full service by one of our experienced and fully trained engineers. This will incorporate a visual inspection and testing of the system and its environment, with a detailed report being issued on the system's condition, highlighting any current or potential problems.

You can call the **on365** Service Support Desk at any time during normal working hours. For mission-critical operations we offer a 24-hour, 365 days a year service. This is manned by specialist staff who in many cases, can diagnose and solve a customer's problem without the need for an engineer site visit.

**on365** provide SLA support contracts tailored specifically to the client's needs and business. All SLA contracts include quarterly review meetings covering performance monitored through on-going assessment and audits as well as health and safety, quality and risk assessment reports. These meetings are also used to inform clients of any changes or improvements pertinent to their business.



## Why on365

**on365** is committed to providing the highest levels of service and support. To that end **on365** offers a comprehensive selection of extended warranty programs for all products in its portfolio to ensure continued peace of mind.

Technical support (both pre and post sale) is available for our entire range of NCPI components or complete systems and **on365** hold Elite, Service and Integrated Software System partner status for the Data Centre from APC by Schneider Electric.

Our Service and Support team will take full details and assess the nature of the problem over the telephone, where possible giving some indication of the likely cost. The nearest available field service engineer will then be instructed to visit the site to repair the equipment.

**on365** is also HVCA accredited, a member of ASHRAE the American Society of Heating, Refrigeration and Air Conditioning Engineers and certified for Cisco, Microsoft and VMWare as well as Refcom F-Gas and ECA for electrical installation.

*"I want to convey my thanks to the **on365** team for all their help, effort and continued support. I have had firsthand experience of the high level Customer Service delivery from **on365**. In particular, it is a pleasure working with both Gareth and Neal who continue to support us with essential technical assistance and support as and when required."*

Chris Gillott  
**Network Rail**



**on365**. Professional Services for energy efficient, flexible, reliable and well-managed physical infrastructure in the Data Centre.

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