



Support Service Restore. Guaranteed.

**Are you confident in the reliability of your network?
Are you affected by network downtime?
Do you have separate data and voice
maintenance contracts?**

Doing more than traditional 'break-fix' services, Networks First's Support Service provides a restoration guaranty demonstrating that we understand the importance of communication needs to your business.

Networks First's aim is to provide a network support service to business critical communication systems.

The service has been designed to provide a quality service via an experienced and highly trained service desk and engineering team.

Providing guaranteed SLAs, our multi-vendor engineering team utilises our regional office spares (totalling £4.5 million), guaranteeing service restoration for your network.

90% of calls logged with Networks First are fixed remotely.

We deliver a 24 / 7 service based on restoration of network services for over 90% of the UK.

We ensure our engineers deliver a 4 hour call to fix time and that any required spare is with them.

Networks First is a multi-vendor company enabling customers to benefit from vendor backed support.

Doing more with the assets you have and developing the network to exceed business objectives can be achieved through the integration of a resilient and highly adaptable network.

The service delivers:

Four hour call to fix time carrying required spares

24 / 7 service based on network restoration

Multi-vendor, mixed technology support

Remote access diagnostics

Access to spares for disaster recovery

No additional incident cost

Penalty payments for non-performance

Test lab access

Offsite customer backups of configurations

Benefits:

- ▶ Minimise downtime, maximise business efficiencies
- ▶ Multi-vendor accredited engineers
- ▶ Cisco Shared Support Partner
- ▶ SLAs with real penalty payments
- ▶ Spares included, hardware and technical support
- ▶ Guaranteed fix times ensuring your network is restored
- ▶ Vendor backed support
- ▶ Access to Networks First's portal
- ▶ Software updates

Vendor Capabilities

Aruba	Dell
Avaya	Enterasys
Blue Coat	Extreme
Brocade	HP
Check Point	Juniper
Cisco	Mitel



Our commitment

At Networks First our commitment is to **Do More**. We achieve this through our multi-vendor engineering skills, our guaranteed SLA and 'fix' time and employee dedication to go that extra mile. All of this ensures we can **guarantee** your communication infrastructure.

For more information on Networks First's **Guarantees, Accreditations and Services Portfolio**,

visit www.networksfirst.com