

SERVICES

# SUPPORT SERVICES



## SUPPORT SERVICES OVERVIEW

Our support services provide you with 24/7/365 telephone-based technical support and, where applicable, field-based hardware break-fix across a range of technology vendors, from our dual UK-based support centres. Dedicated technical teams are available when you need them most, solving issues within industry-leading resolution times.

**Check Point Support Service**

Softcat's Check Point Support Service provides full support for all Check Point technologies within your estate. With a single point of contact for enquiries, you will have direct access to our team of fully certified Check Point engineers; with industry leading SLAs.

**Cisco Managed Network Device Service**

With the endorsement of Cisco, our Managed Network Device Service manages your Cisco network. We remotely monitor, and proactively manage, your network devices from our 24/7 UK operations centre. We identify issues before they take affect, then implement resolutions.

**Cisco Support Service**

Softcat's Cisco Support Service gives you a direct access to our expertise, and efficient problem resolution for smooth and swift support for Cisco products. We provide greater coverage than Cisco's SmartNet service and you can manage many services under one agreement.

**Hardware Lifecycle Solutions**

Softcat's Hardware Lifecycle Solutions offer a flexible and bespoke service to efficiently manage the life of your organisation's hardware infrastructure. Our services cover hardware management and logistics; we offer secure stock storage and hardware configuration.

**Microsoft Cloud Service (CSP)**

As a Microsoft Cloud Solution Provider (CSP) program partner, we provide a range of Support Services for those interested in, or consuming Microsoft Cloud services, such as Office365, Dynamics365, EMS and Azure. Our Microsoft Cloud Service (MCS) has various options.

**Multi-Vendor Support Service**

Softcat's Multi-Vendor Support Service offers all-in-one tech support through full consolidation and management of your organisation's support contracts. Consolidating your support arrangements into a single contract saves you time, money and increases efficiencies.

**Softcat Connectivity Solutions**

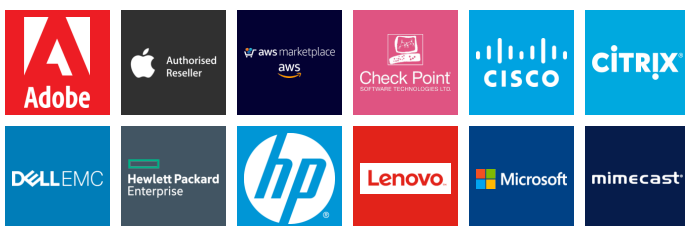
Softcat Connectivity Solutions facilitates secure, efficient, and reliable communication, connecting your organisation to the world. Whether connecting with offices, datacentres, end users, or the internet, we provide an expert end-to-end service.

### Why Softcat for Support Services

With industry leading resolution times and vendor-endorsed services, our dedicated support services are on hand 24/7/365 from our dual UK-based operations centres. You'll have a single point of contact for all queries under each service, with flexible solutions to give you peace of mind.

ISO 27001 accredited – Information Security Management	Industry-leading resolution time	ISO 20000 accredited – International IT Service Management	120+ field engineers	ISO 9001 accredited – Quality Management
	24/7/365 support		Multi-vendor	

### Our Service Partners



### Our Service Awards

<b>CRN</b> CHANNELWEL.CO.UK	<b>CRN</b> CHANNELWEL.CO.UK	arcserve assured recovery	<b>CRN</b> CHANNELWEL.CO.UK
<b>CRN</b> Editors Choice Award for Channel Achievement - 2019	<b>CRN</b> Public Sector Reseller of the Year - 2019	<b>ARCserve</b> EMEA Partner of the Year - 2019	<b>CRN</b> Manager of the Year Women in Channels Award - 2019