

IT and Network Support Services

Proactive support where you need it and when you need it

SERVICES

- » **IT servers, storage and desktops/laptops**
including backups and software updates
- » **IT office applications**
including email, antivirus, anti-spam, content filtering
- » **Server virtualisation**
including Citrix, VMware and associated infrastructure
- » **IP networks**
including routers, switches, firewalls, DNS, DHCP, WINS



OVERVIEW

At Talliance, we know that most of the businesses you serve run multi-vendor hardware products and have complex support requirements for servers, storage devices, PCs, networking, and communications equipment.

Our portfolio of proactive support services enables your customers to access the specialist experience of highly skilled technical professionals across a mix of technology environments. With guaranteed support for a wide range of systems, we continue to invest in training and development to maintain our cutting-edge skills base.

We are there to add to your support team to ensure that you have the data you need to keep your clients informed of potential issues with their systems before it happens. The ability to use the Talliance engineering team will give your company the ability to expand into new projects and use your skilled engineers on high revenue tasks.

FEATURES

Talliance's proactive IT support services will integrate seamlessly into your team and includes the following features:

- Performance monitoring
- Systems health assessment
- Management and updating of software patches and critical updates
- Virus and malware protection
- Periodic status and support activities reporting
- Remote systems recovery
- Remote support
- Online visibility of tickets
- Configuration management, adds, moves and changes

KEY DIFFERENTIATORS

Talliance stands out from the crowd when it comes to IT support because of our commitment to helping our partners' clients scale their services effectively.

This includes:

- Making additional resources available at a fraction of the local cost
- Providing a unique, guaranteed, end to end two-tier helpdesk to IT support companies & their customers
- Extended support hours
- Additional skill sets and bridge skills gaps
- A back-up resource for IT moves to ensure that everything goes according to your plan
- Tailored support services to your specific requirements
- Single point of contact for all your needs
- Defined Service Level Agreements (SLA) with response times
- Cost-effective pricing with flexible payment options

Talliance also has a team of software engineers and developers that will be available to you and your clients so that as partners you can offer new services and enter new markets such as the support of legacy applications, integration of systems and maintenance of existing applications and environments.

CUSTOMERS

We have many satisfied long-term partners who have come to rely on our services in various aspects of IT outsourcing.

For Fujitsu, Talliance has supplied support services to customers such as Fonterra Brands, American Airlines, Energizer, and Marks & Spencer.

For the customers of UK-based Concord IT Services, Talliance carries out reactive remote support fixes, proactive alerts for possible issues and routine maintenance including software updates or planned application installations for end users seamlessly.

For Manic in Singapore, Talliance manages hosted environments and cloud services for clients such as The Body Shop, BMW, Doorstep Luxury, Vu Privee, Performance Motors, and Dilmah.

For Psion and Konecranes, Talliance manages support of wireless networks and enterprise mobile computers at the Colombo and Chittagong ports.

BENEFITS

- » Improved uptime & availability through defined service levels and proactive management
- » Increased flexibility and lower total cost of ownership (TCO) by relieving your organisation from the burden of proactive support and upkeep of your customers' IT and IP Network
- » Predictable monthly costs to ease your budgetary needs
- » Access to expertise, technology and vendor specific, keeping you up to date with the complexities of technology & systems operation

