HPE ARUBA SUPPORT DELIVERED BY AGILITAS

• HPE services

Leading IT channel services specialist Agilitas delivers European white label maintenance and professional services' solutions to channel partners. Agilitas' Inventory Assure service allows Resellers and Managed Service Providers to take an extremely cost effective IT parts & logistics service, blend it with their own value added services such as remote diagnostics and onsite engineering to deliver an all-encompassing maintenance solution to their end user customers.

Where partners do not possess the people or capacity to provide their own onsite engineering capability, then the service can be upgraded to Inventory Assure+ which will provide that element too. With a range of SLAs available, Agilitas can provide an ideal solution to all service providers struggling to balance the ever changing needs of their customers with the CapEx investment required to deliver the necessary IT spares for effective maintenance and support.

Collaborative partnership

Agilitas' collaborative approach to delivering service enables channel partners to self-maintain their customers' networks. It reduces the need to rely on outsourcing partners and expensive OEM support solutions, therefore enabling the partner to focus on their key relationships with their customers and key vendors such as HPE Aruba. As a result the customer experience is dramatically improved through enhanced service performance and cost savings across their IT support contracts.

Benefits of choosing Agilitas as your HPE Aruba inventory service partner

- Eliminate capital expenditure and asset depreciation costs from maintaining IT spares inventory

- Reduce expenditure on OEM support solutions

- Access HPE Aruba skills to fill technical gaps, win strategic and tactical business and take on new vendor capability

- Build and grow your own HPE Aruba practice without heavy up-front investment and recruitment delays

- Compliment you existing vendor relationships

- Reduce overheads and time to implement HPE Aruba consultancy, engineering and support services

- Uplift service level delivery commitments

- Complement your existing teams' capability

- Reduction of risk for implementation and support of HPE Aruba deployment

- Access a unique wealth of experience in HPE Aruba technologies

- Reduction in service delivery costs

- Non-competitive into the end-user customer

Hewlett Packard Enterprise

For further information on how we can help your business, get in touch

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Channel support services

The Agilitas channel support model is designed to allow channel partners to pick and choose which services best complement their own in-hou se capability.

- Parts provision to SLA for faulty part replacement

- Incident and Escalation Management

- Provision of Part/Engineer or combination to site

- Field Engineer will be vendor trained to 'Associate' level as a minimum.

- Field Engineer will be ECS (Electrotechnical Certification Scheme)/CSCS (Construction Skills Certification Scheme) to enable safe working and working at height.

- Where required, Field Engineer will be IPAF (International Powered Access Federation) certified to enable use of Cherry Pickers/Scissor Lift etc. Appliance is not included in standard proposition but can be provided upon agreement.

- Option for Security Clearances (e.g. SC).

Whether the decision is based on capability, geography or even partner status, the Agilitas solution is flexible enough to allow options to be selected only when required, for example, the need for an onsite engineer at one location but not necessary at another due to existing capacity or capability.

Technical services

With access to experienced and proven capability. Within our team there are years of experience in delivering complex projects. Our capability allows partners to out-task the entire project or work alongside your resources to deliver.

Example Services that can be delivered are:

- Scoping Workshops

- Design and Documentation

- Desktop and onsite Wireless Surveys

- Site Audit

- Low and High level design specification

- Installation and commissioning

- Mass Deployment

- Upgrade and expansion

- Troubleshooting and Issue Identification

- Post installation acceptance testing

- Site Based engineering

All delivered by qualified engineers that are trained and certified to the following HPE Aruba certifications:

- ACMA (Associate), ACMP (Professional), ACMX (Expert) - Mobility: Wireless and Controller

- ACCA (Associate), ACCP (Professional), ACCX (Expert) - Clearpass

- ACDX (Design Expert)

- HP ASE (Accredited), MASE (Master)

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