



ACCESS TO MULTI-VENDOR TECHNICAL KNOWLEDGE

- Technical services

Inventory-as-a Service specialist Agilitas provides customers with 1st class technical services to supplement its Industry leading Inventory Assure solution. The suite of service options allow customers to flexibly add capability or capacity where it's required to maximise service provision to their customer base and increase customer satisfaction.

The Agilitas suite of technical services aim to increase the availability of your supported IT infrastructure and are delivered by our own team of technical experts and those of our key trusted partners. They will work with your IT team to help resolve hardware problems across a wide range of server, storage and networking products and deliver new solutions where requested.

Services

Agilitas places the customer at the forefront of all business activities. With technical services we ensure that we work with you to not only solve your problems but to learn from them and subsequently improve, process and prevent reoccurring issues.

Remote Technical Support (RTS) services - Remote Technical Support (RTS) services - Our enhanced technical support offers access to a wealth of expertise and provides timely and efficient problem resolution in complex, heterogeneous IT environments. Available as a contracted addition to Inventory Assure or on a voucher based pay-as-you-grow system, the RTS response helps improve business continuity and contributes to protect service levels provided to external customers.

Fly & Fix services - Further enhancing your support capability, adding Fly & Fix services means you can rest assured that a technical expert will go to the customer's site to resolve those really tricky, complex faults. This solution is designed to supplement partners own capability, allowing call off where additional knowledge or skills are required.

Professional services - Whether you require additional resource for project rollouts, infrastructure design, implementation, project management or consultancy, Agilitas professional services are the ideal solution. Comprising of resources from "best of breed" partners, our PS solution is designed to supplement your own capability and capacity to ensure you are able to meet whatever workload and deadlines necessary. Available on an International basis, multi-national projects should no longer be a challenge to any partner.

Training services - Agilitas training services offer a flexible and cost effect solution for training our customer's engineering teams. Designed with a focus on support rather than implementation, course delivery is a mixture of classroom and lab delivery with the emphasis on hands-on methodology. This ensures delegates have the necessary skills to take into real-life situations and provide resolutions to the technical challenges they face.



Agilitas technical services is about solving customer problems in the fastest and most efficient way possible

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

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Where we can assist

- When customers have complex, time-critical technical support needs and need access to trusted third party specialists
- When you need a technical support service to complement the service provided by your internal help desk or field resources
- When you need rapid identification and resolution of incidents and problems
- When you have Installation Projects e.g. Cisco, IBM, HPE, EMC, NetApp, VMware, Microsoft or need Technical Consultants, Project Management and Service Delivery Management to provide a supervisory or lead role on these infrastructure projects
- Provide early intervention assistance on high-risk service events
- When you need to supplement your existing team with additional capacity or capability
- When you need to enhance skill sets within your existing team

Why partner with Agilitas

- Channel-only, non-competitive, white-label business model
- Multi-vendor expertise providing a one-stop-shop solution
- Global technical services capability
- Flexible approach to seamlessly dovetail into partner technical teams
- Ability to broaden your capability by adding just what's needed
- A customer first approach that delivers first class results



Integrated consulting and technical services to bring continuity and consistency to your strategic programs



Technical Services

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