

CISCO END OF SUPPORT (EOS) SERVICES

- Cisco services



Leading IT channel services specialist and Cisco Premier Partner, Agilitas delivers UK, European and International 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 technical services to deliver an all-encompassing maintenance solution to their end user customers.

It's not all about the latest equipment...

Whilst SDN and technology architectures such as Cisco's DNA are the way the market and IT infrastructures are moving, the migration to these is often as important as the result. Keeping the customer operational with near 100% availability is key to their business and to partner's long-term relationships. So while the focus of many is quite rightly on the new technology advances customers are looking for, one of the key focusses for Agilitas is to also maintain the legacy installed equipment, which may well be End of Support (EoS) but is still doing a job for the end user customer until such time as it's replaced. Our focus, and ability to provide spares and engineering support for Cisco EoS equipment allows our partners to focus on what they are implementing today and will be implementing tomorrow.

Reasons why channel partners are choosing Agilitas' Cisco EOS service...

- 24x7x4hr parts or parts & engineer services across the UK, Europe and many other Global locations
- Market leader in Cisco maintenance solutions for channel partners
- Smartnet or Partner Support Service no longer available? No problem, the Agilitas Inventory Assure service provides the solution

- Designed to allow partners/customers to migrate at their leisure, our support of Cisco's legacy, established installed base, ensures the availability customers demand is maintained
- Flexible contract durations and the ability to mix SLA's allows you to provide exactly what the customer needs whether it be to maintain the status quo, or to aid a migration programme over the coming months
- Extend your reach beyond geographic borders to provide a more encompassing solution to your customers whilst targeting new markets

Where partners do not possess the people, capacity or geographic reach 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.

Our network of Forward Stocking Locations (FSLs) across the UK, Europe and Internationally, are stocked with an ever-increasing range of Cisco EoS equipment designed to meet the growing demand from channel partners to support their customers. Enabling us to offer 4hr SLAs in all major cities across the UK & Europe, this coverage means you never need to worry about how you can service even your most demanding customer requirements. As a leading parts logistics provider, we can even store equipment locally during migration to assist you with any roll out or upgrade programme.



Premier
Partner

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

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Collaborative partnership

Agilitas' collaborative approach to delivering service enables channel partners to self-maintain their customers' networks. It eliminates the gap left when OEM support solutions are no longer available, therefore enabling the partner to focus on their key relationships with their customers. 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 Cisco inventory service partner

- Eliminate the gap left when OEM services are no longer available
- Eliminate capital expenditure and asset depreciation costs from maintaining IT spares inventory
- Enhance the support you can offer during migration programmes
- Enhance service offerings to your customers
- Improve service delivery capability
- Broaden support portfolio by reach and capability

Channel support model

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

InventoryAssure forms the foundation of the service and provides contract-based IT parts to site based on agreed SLAs. Ranging from a Next Business Day (NBD) service to 24x7x2hr if required, Inventory Assure takes the headache away from ensuring IT spares are available where and when they are needed.

InventoryAssure+ adds onsite engineering capability to replace faulty components and ensure the infrastructure is returned to an available state. With onsite local resources available across the UK and Europe, this addition to the base service can be a significant differentiator when you are competing for geographically dispersed business or have no desire to maintain your own field engineering teams.

Technical support is normally the domain of the channel partner and we recognise that. However, where circumstances require additional capability or you do not want to operate a 24x7 Service Desk, Agilitas can help fill the gap to provide the remote diagnostic L1, L2 & L3 support you need.

Vendor support is the last piece of the puzzle to deliver an end-to-end maintenance solution and we can help there too. Most Cisco end user customers insist on a support solution that provides access to Cisco TAC and IOS software support. For partners not able to provide this themselves through their Cisco partner status, Agilitas has the solution.

Technical services

With access to significant skilled resources both in the UK and around the world, Agilitas can also supplement your Professional Services capability by providing project resources for small installations and IMACs, through to global rollouts. By blending Agilitas' Warehouse & Distribution capability to the Professional Services, Agilitas has unique capabilities when it comes to rolling out technology to many locations both in the UK and across the world.

Building on this approach and the ability to upskill customers' engineering teams is another differentiator why IT firms choose to partner with Agilitas. Delivered at their HQ in Nottingham UK, Agilitas training courses are designed to provide engineers with the knowledge and skills necessary to support a wide array of IT Infrastructure solutions.



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