IS4IT

Your Service for Information and Technology

Do your users
Have questions or problems
with systems running under ...

IS4IT Unix-Server (Dell / HP / FSC / Solaris / AIX) IS4IT Siemens (BS2000) IS4IT

IS4IT Linux (Suse / Red Hat) IS4IT IS4IT data and information security IS4IT

IS4IT UC4 Global Basics IS4IT Oracle IS4IT DB2 IS4IT SAPDB IS4IT

IS4IT MYSQL IS4IT MSSQL IS4IT IS4IT Lotus Notes IS4IT Informix IS4IT

MS Office IS4IT IS4IT Windows (NT4 / W2000 / 2003 / 2008) IS4IT CentricStore (FSC) IS4IT

IS4IT IS4IT Jukeboxes IS4IT Tape Libraries IS4IT NetWorker (LEGATO / EMC)

IS4IT TrendMicro OfficeScan IS4IT TCP-IP IS4IT IS4IT

HV-Cluster IS4IT XPrint / Cups IS4IT MaxDB IS4IT IBM Mainframe IS4IT

... but your support team is too small to provide quick answers?

Put your support in
professional outside hands!

User requirements grow,
but usually support resources do not ...

Today, fast and efficient IT support is generally expected: Unproductive waiting times are acceptable in very few companies. Businesses often work around the clock in various international locations. At the same time, IT infrastructure diversity and complexity increases without a corresponding rise in expenses for their support.

Because there often is not enough time available for internal training, many support departments lack the necessary technological expertise to deal effectively with a variety of user questions.

Therefore, IT management is faced with numerous demands.

- Continuous, 7 x 24-hour support must be provided for all data center activities and all themes covered for applications, databases, servers, networks and accompanying services.
- All support activities should be handled by as few personnel as possible without loss of quality for users.
- In case of malfunctions, the quickest restoration of the affected systems and/or services should be ensured.
- For critical business applications, such as SAP, competent user support needs to be ensured around the clock.

Optimized Support through Outsourcing

With IS4IT as managed service partner, you benefit from our comprehensive outsourcing offer, because we can develop for you the most efficient maintenance of your data center services worldwide. Our support services for our customers have demonstrated cost savings of up to 25 percent with 20 percent more productivity.

Our Services at a Glance

Inasmuch as every company has a different IT infrastructure, this is only a brief overview of the options our support team can offer. The actual volume of work is precisely tailored to the needs of your business in the context of a Service Level Agreement. If desired, we develop the necessary support infrastructure with a ticketing system or integrate your in-house solution with our systems.

- **Subject Areas**
  - Operating system monitoring and maintenance
  - Network monitoring
  - Backup and recovery services
  - Application and database support
- **Extent**
  - First and / or second level support
  - Remote / on site
  - Nationwide / Europewide / worldwide
  - Duration as needed up to 24 x 7
- **Activities**
  - Assume support activities for all specified hardware and software components
  - Telephone user support in German or English, other languages on request
  - Processing of all trouble tickets including tickets automatically generated by the monitoring systems
  - Review and analysis of problem situations
  - Depending on configuration and cause of problem, independent remedy or cooperation with internal and / or external partners
  - Complete processing and tracking of tickets
  - Regular reporting of all support activities
  - Proactive development of proposals for process optimization

Your benefits

- Best possible support of your users ensured around the clock
- Fast processing of incoming tickets by IS4IT team thanks to substantial technological expertise
- Very short response times especially for problem situations by our entire team
- High availability of critical business systems thanks to early troubleshooting and fault avoidance
- Cost-effective support services with high quality for users

Customer Feedback

"With IS4IT we have found an effective outsourcing partner which efficiently handles complex remote support as part of Incident Remote Operations in our data centers worldwide. Especially in critical situations we benefit from excellent support by people who provide very short reaction times and communicate clearly."

Why IS4IT?

Long experience from countless projects and comprehensive training of our employees across the data center spectrum ensure that support services are implemented cost-effectively. Our team consists of both senior colleagues with many years of practical know-how and young, highly deployable employees so that optimal support can be guaranteed. As a flexible service provider, IS4IT expands staff resources according to customer requirements. Outsourcing projects have been carried out successfully since 1999. Use our know-how!

**IS4IT's Managed Services division has been successfully established on the market for years.
Well-known customers in all industries rely on our expertise.**