



**Pinacl Plus** enables you to reduce the complexity of managing your IT environment in order to free up valuable IT resource that could be deployed in more strategic activities thus offering a cost saving.

**Pinacl Plus** takes your standard maintenance contract to the next level by utilising a Network Operating Centre (NOC) solution for advanced monitoring and remote support.

**Pinacl Plus** ensures that you are aware of any issues before they affect the productivity of your organization

**Pinacl Plus** pro-active support is achieved by utilising the latest event management tools which allows your maintenance contract to benefit from:

- Power Management
- Capacity, Availability & Configuration Management
- Real Time view of your IT environments
- Engineering support



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## Advanced Hardware Replacement

### The Issue

The risk of critical equipment going faulty with no contingent plan to it get back up and running resulting in pro-longed down time for your business

### The Solution

Pinacl Plus offers a number of levels of Advanced Hardware Replacement, dependant on the Client's requirements, such as 4 hours to site

This Advanced Hardware Replacement service enables the customer to turn around faulty equipment to a working state minimising downtime

As part of this service Pinacl Plus also identifies the risks associated with current network designs and outlines contingent and disaster recovery plans to enhance your companies overall business continuity



For more information on how your organisation can benefit from Pinacl Plus

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