



pinacL

REDEFINING SUPPORT CONTRACTS

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 pro-active support is achieved by utilising the latest event management tools

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

Power Management

Cost Savings

Reporting & Trending

Supporting your Business Critical Systems 24x7x365

Single point of contact with our ITIL Service Desk

Assistance with Capacity Management

Assistance with Availability Management

Assistance with Configuration Management



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

Email:
enquiries@pinacLsolutions.com
Call: **01745 535305**

Visit:
www.pinacLsolutions.com



ENGINEER SUPPORT

The Issue

Not having skilled engineers available when you need them and appropriate cover on networking equipment

The Solution

- 24/7/365 Remote and Onsite Engineer Support up to CCIE level
- Remote connectivity into your network in line with relevant code of connections
- Full Advanced Hardware Replacement
- Software Support
- Technical Advice
- Assigned Lead Engineer

