



# Managed Service - Silver

## Solution Overview

Rapid response for unforeseen hardware emergencies.

Sometimes you experience network hardware and endpoint hardware issues which can cause severe business disruption; when this occurs you need an experienced IT infrastructure partner who can react quickly, ensuring business continuity to get your business productivity and efficiencies back on track.

### Hardware Maintenance

With Ensign's SILVER managed service, you will have a dedicated infrastructure partner to maintain and support your hardware. Our silver support includes a reactive next day break-fix, including:

Incoming Services  
Routing + Switching  
LAN Infrastructure



Access Points  
Point to Point Wireless  
Controllers



Mobile Computers  
*handheld, in-vehicle, wearable*  
Mobile Printers  
Scanners + Data Capture



### Remote Support and Network Diagnostics

In some cases, your issue can be resolved with specialist support from one of our experienced help-desk agents. This can speed up the remediation process, saving you valuable time and effort.

### Fault Find, Troubleshoot Device Configuration

Our agents can also provide network diagnosis support, checking network configuration and performance, allowing us to preemptively make any necessary improvements to ensure your network is operating at optimum levels.

### Response

Ensign's silver managed service offers you three flexible support options to suit your personal requirement:

1. **Monday – Friday 9am – 5pm**  
*exc. bank holidays. 4hr response. Next day fix*
2. **Monday – Saturday 7am – 7pm**  
*inc. bank holidays. 2hr response. 8hr fix*
3. **Monday – Sunday 24hrs**  
*inc. bank holidays. 1hr response. 4hr fix*

So whatever next day reactive response option you need, we have a solution just for you.

### Options Designed for Your Business

If you require a greater level of support then please speak to a member of the Ensign team about our GOLD and DIAMOND Managed Services packages.

## KEY BENEFITS

- **Stress Free**  
A reactive managed service gives you peace of mind that a specialist has you covered
- **Reduced Downtime**  
Next day remediation, minimizing affected productivity
- **Always Available**  
A range of SLA's so we are at your disposal to suit your business needs
- **Remote Diagnosis**  
In many cases our support desk can resolve your issues

**GET IN TOUCH WITH US TO DISCUSS YOUR REQUIREMENTS**