

SOLUTION OVERVIEW

MANAGED SERVICE SILVER

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 + 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 Finding + Troubleshooting 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.

We can provide you with every type of support you could require. Call us today on **03330 150 250**.