

# Network maintenance services

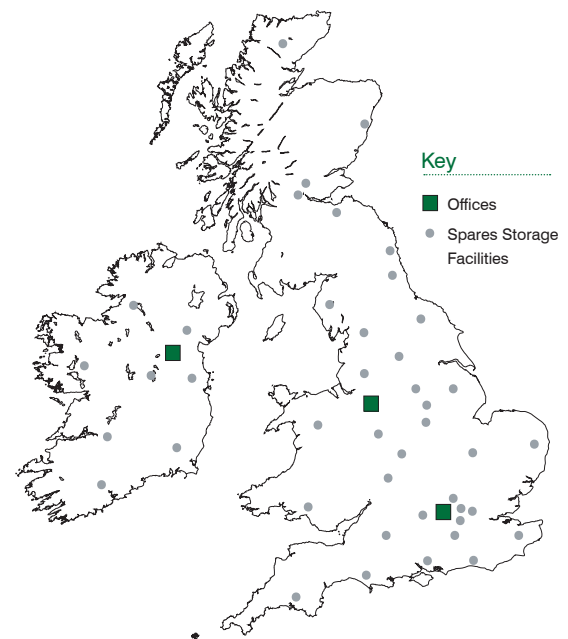
Highlander Direct is fast becoming recognised as one of the leading IT support service providers across the UK and Ireland. Highlander Direct's technology portfolio includes WAN, LAN, Security and IP Telephony incorporating all the leading network vendors including Cisco, 3Com, Nortel, Juniper, IBM, HP and Extreme Networks.

All Highlander Direct's support services are delivered through a single-point-of-contact utilising the comprehensive range of skills and resources within dedicated 24/7 technical assistance centre based at Highlander Direct's Headquarters.

Services include:

- > UK & Ireland coverage
- > A single point of contact for all related incidents
- > Guaranteed responses and fixes within defined service level agreement
- > Extensive spares resource
- > A vast network of skilled and accredited field based engineers backed up by specialist consultants
- > 24/7 Service Desk and call logging facility
- > Service delivery management
- > Remote and onsite trouble shooting services

## Offices and spares locations



Highlander Direct has invested heavily in the training and accreditation of it's engineers and consultants and has the ability to support the following vendors:

- |                  |               |
|------------------|---------------|
| > Cisco          | > Baystack    |
| > Nortel         | > Draytek     |
| > 3Com           | > Gandelf     |
| > Allied Telesyn | > Check Point |
| > Cabletron      | > Zyxel       |
| > Watchguard     | > Planet      |
| > Extreme        | > Perle       |
| > Nokia          | > Newbridge   |
| > Dell           | > Netgear     |
| > HP             | > Lucent      |
| > IBM            | > Juniper     |
| > Axis           | > Chase       |

Highlander Direct is committed to delivering the highest standards in support services by providing you with unrivalled levels of service and support in order to minimise downtime and increase operational efficiency.

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