

# Server and Desktop support

In today's complex business environment companies are faced with continuous technology and industry changes that are directing increased pressure on IT departments and associated budgets. IT professionals have to be flexible enough to be able to react to these changes quickly and efficiently to ensure that networks remain operational. Highlander Direct offers their clients with a full range of Server and Desktop support services that can be utilised to fulfil their ever changing network requirements.



## Experienced hands

Refined from many years experience in the Server and Desktop support arena Highlander Direct have customised a dedicated range of installation, maintenance, solution design and consultancy services across a wide range of leading Server and Desktop devices.

This knowledge and expertise is a resource made available to all our clients to ensure they can meet their ever changing network requirements. Highlander Direct has the necessary staff across Service Support, Service Delivery and Professional Services to respond to all types of Server and Desktop incidents and requests.

## Server support

Highlander Direct design, install and maintain leading edge Server systems installations across all kinds of vertical markets on behalf of their clients. Security, availability and stability is recognised as critical criteria when delivering any level of Server support from installation, configuration, design and support as we realise the importance of this element within any installed configuration.

Highlander Direct are able to provide support and maintenance across legacy, current and emerging products and technologies which all form a substantial part of Highlander Direct's support base today. Wintel through to enterprise such as low end Prolients to high end SUN and storage equipment are all supported and maintained under the Highlander Direct support portfolio.

## Desktop support

Desktops are very much an integral part of all businesses these days with many being set up to be the access point to much more complex underlying business systems and applications. Just like with these critical systems it is important to have the necessary levels of support in place should anything go wrong with your Desktop environment. This is where Highlander Direct can really make a difference with their comprehensive infrastructure of Desktop services that provides elements that include full incident lifecycle around hardware break/fix and install's, moves and changes.

## Benefits of partnering with Highlander Direct:

- > Highly qualified teams of support engineers
- > 'Return to service' - up to latest back up
- > Rapid Response Team for critical support options
- > Latest and up to date accreditations
- > One single SLA or SLA's to suit
- > Multi-vendor, HP, Dell, Toshiba, VMware, Sun, IBM
- > 24/7 Service desk
- > Up to 2hr response time

### Service desk

With increasing business process and the dependency on IT services and IT infrastructure, it has never been more important to ensure that changes to the infrastructure are managed with minimal impact to the installed estate. What's more, you need a detailed understanding of the business impact of an outage as well as the ability to control the process to execute upgrades and changes flawlessly and maintain service availability and service performance to the agreed levels.

Highlander Direct Service desk is a comprehensive, scalable IT Service desk designed to provide a 24/7 support service to their Customers. Using the Highlander Direct Service desk ensures you can easily streamline IT service processes as well as manage the IT service life cycle through comprehensive service level management capabilities. The Service desk also provides effective controls for your critical service support and service delivery processes.

### Coverage

Providing support to Customers across the whole of the UK and Ireland with strategic support resource throughout mainland Europe ensures that Highlander Direct continues to be the number one choice in network support. The depth of support across these areas also enables Highlander Direct to provide very competitive response and break/fix times on all SLA's no matter the location or technology type. Being vendor independent with a wide range of leading vendor accreditations means all Highlander Direct's Customers can utilise a vast resource of technical skills and knowledge base.

#### Accreditations and vendors:

- > Microsoft Certified Partner

#### Accreditations include:

- > MCSE
- > MCP
- > VMware

#### Servers and desktops supported:

- > Dell
- > Toshiba
- > IBM
- > HP
- > SUN



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