



Support

Protect yourself with the Best Practice Linux Support offering

If your business operation relies on servers running Linux and they break, your IT team needs immediate access to experts who will diagnose and fix the issue quickly.

Commercial Linux support

As you will doubtless agree, a reliable, prompt and effective form of commercial Linux support is imperative for the continuous efficiency of the IT systems your business is reliant upon.

Take control

Our Support Service provides comprehensive business hours and round-the-clock services with a guaranteed response time.

In the event of a problem arising, your IT team will have immediate access to our expert engineers, who will provide trustworthy advice, troubleshoot, diagnose and resolve the issue quickly and with minimum impact upon your operations.

With our Service Desk accredited to ISO 20000, you can rest assured the level of support you receive is of the highest possible standard.

The Support service offers premium level of:

- Service Desk
- Incident Management
- Request Fulfilment
- Acceptance into Service

Support scope - installation, usage, configuration, diagnosis, bug fixes, modified RPM's, custom kernels and hardware faults and dependencies

Choose our Support service when you need to:

- Improve the productivity of sys admins
- Enhance system performance and reduce downtime
- Expedite problem resolution through expert-level technical resources available whenever you need them
- Secure a quality, fully operational and fault free system, free of disturbances.

Support service highlights:

- 24x7x365 access to expert technicians by telephone, email, remote access and our customer portal to report a problem or make a change
- Knowledge of type of software, applications and operating system on the mission critical server(s) and network devices supported
- One hour response for priority one issues

Term	Definition
Service Desk	The single point of contact between the service provider and the users. A typical service desk manages incidents and service requests and also handles communication with the users.
Incident Management	The process responsible for managing the lifecycle of all incidents. The primary objective of incident management is to return the IT Service to users as quickly as possible. All incidents relating to the system supported are documented in incident records (IR).
Request Fulfilment	The Process responsible for managing the Lifecycle of all Service Requests. All requests related to the contracted system supported are documented in request records (RR).
Acceptance into Service Process	The Acceptance into Service Process identifies and documents the Customer's supported environment(s) to provide the info needed to provide the service and will highlight issues which may impact availability and security of the environment(s).