

## FOCUS ON:

## COMPLIMENTING YOUR ORGANISATIONS CURRENT SKILL SETS AND RESOURCES

### Most organisations do not have all the I.T. skill sets and resources they need, at all times.

In today's ever changing IT environment predicting the skill sets and expertise needed to ensure the delivery of services and applications is almost impossible.

The majority of organisations take the sensible view that the most widely needed skill sets and support personnel are those that are required on a daily basis i.e. Helpdesk and Frontline Support, and invest in the requisite personnel.

But, what about the multitude of additional expertise and resources occasionally needed when issues outside of the everyday need to be addressed?

### So, what can you do?

Eurotek Networking Solutions have addressed these, and many other skill set and resource issues for many customers under our eurotek IT Link™ programme.

By providing targeted resource, skill sets and tools, many of which would require high in-house investment, but only provide "as needed" value, eurotek IT Link™ offers a truly responsive, value for money solution to most organisations skill set, and resource availability dilemma's.



eurotek IT Link™ services are designed to compliment your existing support resources by supplying the requisite, complementary skill sets, tools, expertise and services when, and where needed.

#### These include:

#### **eurotek IT Link™ Support and Troubleshooting services**

(including 24hr response SLA's).

#### **eurotek IT Link™ "As needed" services :**

Skill set provision i.e. configuration, install upgrade, and problem solving resource.

#### **eurotek IT Link™ Totally Independent consultancy and advisory services.**

#### **eurotek IT Link™ Network Health Checks and Audits.**

#### **eurotek IT Link™ IT and Data Security services**

(including PCI and Check certified testing and reporting)

#### **eurotek IT Link™ Business Continuity and Disaster Recovery Centre**



By using the eurotek IT Link™ programme customers can ensure that skill sets and resources are available when, and where needed.

# At Last....Pro-Active Network and I.T. Management that really delivers.

The resource, skill set and time available issues are further compounded when applied to keeping I.T management and reporting platforms up to date, and able to deliver the multitude of metrics needed to support service delivery, capacity planning, change control, problem solving, SLA reporting, and improving the "user experience".

Establishing and maintaining a fully effective IT Management Solution is not straightforward. You will need to invest in the right management tools, recruit the right technical staff and train them on the software on an ongoing basis. Once you have done all that you also need to ensure that they stay with you at least for the full duration of the project lifetime, which can often be 5 to 10 years. The reality is that things are always changing and therefore so do priorities. IT teams are often called to engage in multiple disciplines and whilst the prospect of spending quality time learning to use management software and tools properly is attractive. The reality is that IT professional rarely get the time they really need to properly do so.

During many years in business Eurotek Networking Solutions has seen a high number of Network Management, Analysis and Reporting platforms under-perform, with a significant number being completely abandoned due, in most part to lack of "keep current" resource, resulting in incorrect threshold alerting, reporting etc..

These issues are further compounded by personnel changes and, time available for on-going training.

To ensure that our clients do not experience these issues we have developed a number of professional services that underwrite our customer's ability to get the best out of their management tools and thus, their I.T Network:

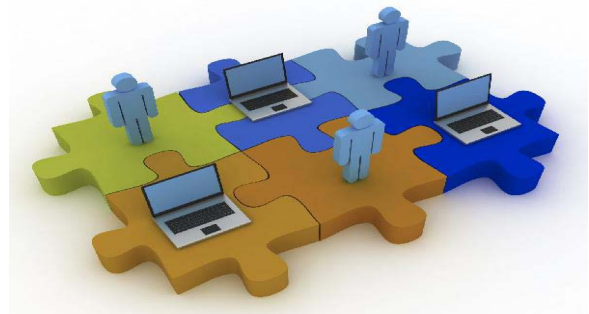
## **Eurotek IT Link™ Service Assurance support:**

eurotek IT Link™ Service Assurance is designed to ensure your IT Team not only deploys the most appropriate technology for your management needs, it also ensures that technology is always used at an optimum. In most cases eurotek IT Link™ Service Assurance is provided at a lower cost of ownership than the outright purchase of software assisting organisations

in keeping costs to a minimum without compromising the quality and effectiveness of the management tools deployed.

eurotek IT Link™ Service Assurance is designed to ensure that our customers are able to fully utilise all Infrastructure (Network) Management Tools regardless of changes to the environment and or staff priorities.

In effect eurotek IT Link™ Service Assurance will "underwrite" your ability to derive full value from the tools deployed to manage your infrastructure & end user experience.



Through the use of advanced tracking, monitoring, management, optimisation, administration and reporting techniques the highly skilled Eurotek team are able to compliment your IT management staff at times and in ways that allow them to best utilise their precious time, as well as guaranteeing your IT systems are properly managed.

eurotek IT Link™ Service Assurance provides a specific solution to address this precise issue in an affordable and effective way. Designed to augment your existing IT team in order to guarantee that the management solution you deploy is always used to its' absolute full potential eurotek IT Link™ Service Assurance also reduces the risk of additional expenditure on even more tools in the constant crusade to provide reliable delivery of IT services to users.

eurotek IT Link™ Service Assurance provides a named 'ITIL qualified consultant' on site, on a monthly or quarterly basis for one day. Each day will provide a complete review of the management tools deployed as well as the metrics applied to ensure that the most effective solution is available at all times – serving your requirements best.

Unlike 'Outsourcing', eurotek IT Link™ Service Assurance is designed to compliment your existing team and enhance their skills. This allows you to ensure you get the most from your team and from your investment in Management Tools. Whilst problems with your IT systems may only be intermittent, when they do happen your own staff may have to reach for the handbooks, as

that's what tends to happen when you don't work on problems and issues every day.

The eurotek IT Link™ Service Assurance technical staff however will in all likelihood have seen & resolved issues similar to yours in other instances and because of that they will also know what to do to restore service as quickly as possible.

The On- Going eurotek IT Link™ Service Assurance contract will include a series of proactive site visits and consultations covering the following areas:

- Upgrades to latest releases, ensuring customers are using the most up to date version of all software elements.
- Independent "input" on key performance metrics.
- Help with bespoke report generation.
- Help to identify trends in reports.
- Help to identify areas where performance enhancements can be made.
- Advice on sensible design strategies for new or existing network topologies.
- Additional training for staff.
- Independent reviews of network health.

## Controlling IT and Data management costs, with fixed pricing, via eurotek IT Link™ Service Assurance.

**eurotek IT Link™ Service Assurance** is a unique continuous service guarantee that reinforces our commitment to your network integrity.

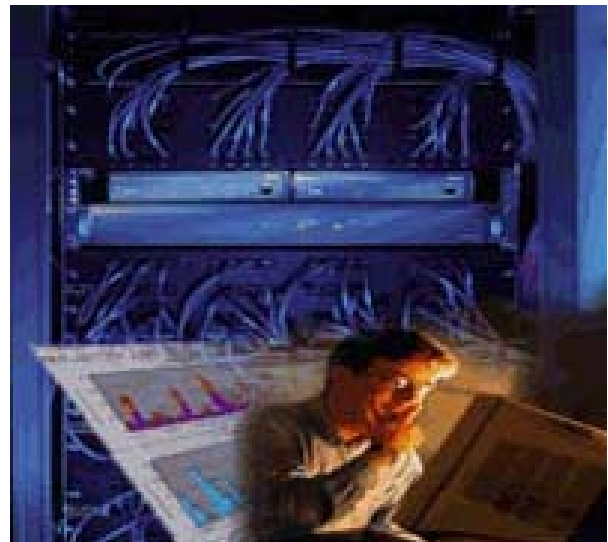
Through eurotek IT Link™ Service Assurance your IT and Data management and reporting solution will deliver uncompromising benefits throughout the lifetime of your licence. This comprehensive and generous support service ensures that your management platform/s remains scalable, flexible and economical.



## Unlimited amounts of software at a fixed price!

eurotek IT Link™ Service Assurance even offers free upgrades to handle any network expansion. So if you double your network users, the cost of upgrading your solution is zero. As a result, moves, additions and changes become simple to implement and easy to manage.

eurotek IT Link™ Service Assurance is a combination of software and service that ensures that your chosen management platform delivers the business benefits it was bought for.



For more information visit :  
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