

SP-Resolve

Summary: Infrastructure, network and server support service

As a standalone offering, or used in conjunction with the SP-Manage service, System Professional will provide access to certified, trained and experienced technical support staff to assist in the resolution of system faults.

Comprehensive management reporting for the support service is included on a monthly basis.

SP-Resolve is available in three levels to fit the specific needs of your business:

- **SP-Resolve Partner** – Remote and Telephone support, 9am – 5pm, Monday to Friday
- **SP-Manage Premier** – Remote and Telephone support, 24x7x365
- **SP-Manage Elite** – Remote, Telephone and On-site support, 24x7x365

The service offering includes support on the following platforms:

- Servers (HP, Dell, IBM, Fujitsu)
- Storage (up to HP EVA SAN level)
- Virtualisation environments (VMware ESX)
- Operating Systems (Microsoft, Linux)
- Application Support (Microsoft Exchange, SQL, SharePoint, BES etc.)
- Networking and connectivity, including Firewalls and remote VPNs.