



Computer Computer Ltd
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www.servermaintenance.co.uk



SPECIALIST INDEPENDENT Sun SERVER SUPPORT

ULTRA



ENTERPRISE



SUNFIRE



Save on
UNIX servers



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PEACE OF MIND AND UP TO 40% SAVINGS ON Sun SERVERS

Our commitment to you is low cost, high quality maintenance. We have been providing a superior service at prices that are up to and sometimes **over 40% less than Sun list** since 1989. Talk to our customers. Undoubtedly their experiences will reassure you that time and time again we provide an excellent service whilst dramatically reducing the prices that they were paying.

Our business model has value at its core. The on-going success of our maintenance service is based on excellent engineering skills and low cost administration with readily accessible spares. We have recruited the most technically competent engineers with many years experience of Sun equipment.

Our overheads are low because we refrain from expenditure in areas where we do not believe there is benefit to you, the customer. We hope you'll agree the key to a successful maintenance service is fast response and fast fix times. These are the areas we have invested in and they are the essential ingredients for our growing maintenance success.

CUSTOMER RESPONSE CENTRES

Our Customer Response Centres and excellent parts availability enable fast responses and support rapid fault fixing. Every attempt is made to fix your computer fault on the first call. This policy applies to all fault calls from system down calls to more basic problems. The Support Centre has a full complement of Sun systems, which enable our engineers to assist customers with off-site fault investigation of system errors and to provide a full back-up maintenance facility for our customers. The Response Desk is operational 24 hours a day, 365 days a year and our engineers are immediately contactable.

MAINTENANCE FOR UNSUPPORTED SYSTEMS

The core business of hardware manufacturers is selling new equipment. They have fast evolving product portfolios which often leave customers behind. Here at CC we specialise in supporting servers for as long as you the customer require them. We appreciate the significant investment you have made in your technology and provide a bridge between the 'end of life' of a product as far as Sun are concerned and the end of its useful life to you the customer.

SOFTWARE SUPPORT

Computer Computer offer a complete range of software support for operating systems Solaris and Microsoft. We also provide a practical support package for older Solaris versions which are no longer supported by Sun. Our OS support for Solaris can range from ad-hoc system housekeeping and performance tuning to server monitoring and management outsourcing.

LISTEN TO OUR CUSTOMERS

"We run numerous UNIX servers (Solaris & AIX) at our offices. Most of these servers provide very critical services with very sensitive data. Employing Computer Computer to maintain these machines has been the best decision we have made. They are very professional, punctual, and thorough in all of the work that they do. The staff have helped my colleagues and I through some very tough times and have provided support above and beyond what we would have expected within the terms of the contract."

Alban Milroy
ICT Security Officer
Cambridgeshire County Council
Cambridge



Cambridgeshire
County Council

Save

More....



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SPECIALIST INDEPENDENT Sun SERVER SUPPORT

NATIONWIDE COVERAGE

We provide nationwide support from our regional service centres. Each is equipped with a complete spares holding and this can be supplemented with on-site spares for many customers in order to ensure fast responses and first time fixes.



TAILORED SUPPORT PACKAGES

We realise that not everyone is the same; hence many of our customers opt for different packages across different departments or machines. Some choose a higher cover package (4 hour response with 4 hour fix) for servers which are mission critical machines whilst opting for a lower package (8 hour response) for development machines. We are always happy to discuss tailoring a support model to complement the way you work.

PLATFORM/SERVICES FOR SUN CUSTOMERS

Platform	Maintenance	Software Support	Disaster Recovery
Ultra	✓	✓	✓
Enterprise	✓	✓	✓
Sunfire	✓	✓	✓
Netra	✓	✓	✓
Storage	✓	✓	✓

OTHER SERVICES FOR SUN CUSTOMERS:

- *Systems (New & Used)*
- *Upgrades (New & Used)*
- *Rentals*
- *Disaster Recovery*
- *Parts locator*

Platinum

24 x 7 x 365
4hr response
+ 4 hr Fix
Dedicated engineers
Remote Monitoring

Gold

Monday to Friday
Cover
7am to 7pm
Ex. Bank Hols
4hr response

Silver

Monday to Friday
Cover
9am to 5pm
Ex. Bank Hols
4hr response

Bronze

Monday to Friday
Cover
9am to 5pm
Ex. Bank Hols
8hr response



ADD ONS

Software Support
DR Cover

ADD ONS

Software Support
+ Fix time
Extended Hours
Weekend Cover
Bank Hols Cover
Remote Monitoring
DR Cover

ADD ONS

Software Support
+ Fix time
Extended Hours
Weekend Cover
Bank Hols Cover
DR Cover

ADD ONS

Software Support
+ Fix time
Extended Hours
Weekend Cover
Bank Hols Cover
DR Cover

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Savings

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