

## Proactive Support Solution

### What is a Proactive Support Solution?

- ◆ In a Proactive Support Solution an external IT Technical Services company visits on a regular basis as per your needs to carry out a specific set of system critical tasks. These tasks are typically referred to as housekeeping for the simple reason that the tasks are necessary to ensure the smooth running of a network and they need to be carried out regularly. When these tasks are not undertaken regularly the result is often system failure.  
This type of support is often referred to as outsourcing. The frequency of visits and the level of engineer allocated depends on your specific needs.

### Is Proactive Support a good solution?

- ◆ The benefit of the Proactive Support solution is that you have an entire company specialising in IT backing up or replacing your IT department. Often companies cannot afford or justify the cost of employing a high level engineer to look after the complex issues on their network. For a fraction of the cost you can not only have that engineer visit regularly but also have access to our Service Desk to support you whenever there are issues on your network.  
There are several add on services available to increase the value of a support contract and minimising downtime. Such as: Hardware Maintenance on your critical equipment means these items are not only replaced but installed by an engineer that knows your network.

### Why use Redblade Ltd?

- ◆ Entrusting your IT infrastructure into the hands of an IT Technical Services company has an effect on how your network performs. As a result, you need an experienced, reputable company that can meet the specific needs of your organisation. Redblade provides the skills, expertise, processes, tools and methodologies needed to manage your business environment.

As well as our Proactive Support options, we are also able to provide Bank of Days or Maintenance Support for companies that want some form of outsourcing but the full scope of Proactive Support is not needed.

Redblade offers a range of services over and above standard support to build in a comprehensive solution.

### How does it work?

- ◆ Redblade have tailored Proactive Support packages to suite every need you may have. Our packages include the Silver, Gold, Platinum and Diamond options.

We take into consideration the size and age of your network, the number of staff you have and the number and level of engineers you have in house. This will help us to suggest which of our packages best suite your needs.

The logo for Redblade, featuring the word "redblade" in a bold, lowercase, sans-serif font. The letters are white with a slight shadow, set against a large, semi-transparent red star shape that points upwards and to the right.

## Packages:

### Silver Support

- ◆ 6 Proactive support visits per annum
- ◆ Remote monitoring
- ◆ Telephone support
- ◆ 4 hour business critical SLA
- ◆ 8 hour standard response SLA
- ◆ Firewall management
- ◆ Standard 9am - 5:30pm support

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### Gold Support

- ◆ 12 Proactive support visits per annum
- ◆ Remote monitoring
- ◆ Telephone support
- ◆ 4 hour business critical SLA
- ◆ 8 hour standard response SLA
- ◆ Firewall management
- ◆ Standard 9am - 5:30pm support
- ◆ Out of office hours support available with advanced option

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### Platinum Support

- ◆ 24 Proactive support visits per annum
- ◆ Remote monitoring with reporting
- ◆ Telephone support
- ◆ 4 hour business critical SLA
- ◆ 8 hour standard response SLA
- ◆ Firewall management
- ◆ Standard 9am - 5:30pm support
- ◆ Out of office hours support available with advanced option

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### Diamond Support

- ◆ 48 Proactive support visits per annum
- ◆ Remote monitoring with reporting
- ◆ Telephone support
- ◆ 2 hour business critical SLA
- ◆ 4 hour standard response SLA
- ◆ 24/7/365 Support & Monitoring
- ◆ Firewall management and monitoring



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We are confident that we have a package to suit every need. If you would like any more details on our packages or to tailor a solution to meet your exact needs then please contact us on 0845 094 2389.

## Conclusion

### **The Advantages of the Proactive Support Solution**

- ◆ Full network support solution
- ◆ Network is monitored
- ◆ Unlimited support at every level
- ◆ Full reports on the network
- ◆ All charges within the bounds of the contract are included thus financial planning is more realistic
- ◆ Regular input from high level engineers

### **About Redblade Ltd**

Redblade is a Managed Services company offering a number of services including:

- ◆ Managed Hosted Solutions
- ◆ IT Support Solutions
- ◆ Network Services
- ◆ Managed Firewall Solutions
- ◆ Online Backup Services
- ◆ IT Technical Services

Redblade has the knowledge and necessary skills to provide a service which is unrivaled, as we aim to exceed your expectations. We aspire to have continued growth in our company with integrity and determination, we look forward to building a mutually beneficial relationship with you as our client.



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*Our goal is to provide fast, reliable and easily accessible networking solutions to small, medium and large enterprises by supplying Managed Services.*