



IT SYSTEM SUPPORT

SERVICE PORTFOLIO

COMPREHENSIVE SERVICING

When every second counts, put your mind at ease with a service contract from Technogroup. Specially developed for business-critical systems, our service offers integrated support for almost all manufacturers and their respective operating systems. You can create your own service package based on your individual system requirements.

MAXIMUM SYSTEM AVAILABILITY

The consequences of a failure of business-critical systems are something every company must seek to avoid at all costs. For this reason Technogroup places great value on proactive servicing and has incident management plans available, just in case.

That is why experienced CIOs and IT decision-makers choose a comprehensive Technogroup service contract.

BUDGET SECURITY

With a Technogroup service contract you protect yourself from those nasty surprise costs for repairs, support and servicing, which can wreck your budget and endanger the financing of security-relevant projects.

From hardware servicing, repair and software support to telephone support and system monitoring, you receive everything you need for the smooth operation of your data centre. It is the best way to ensure your systems are exceptionally well-protected.



HARDWARE SERVICING

YOU DECIDE WHAT YOU NEED

Technogroup's hardware service contract combines proactive system support with the Technogroup remotetool and direct access to the specialist expertise of Technogroup's knowledge database.

This service is complimented by an auto call system that automatically reports hardware errors to the Technogroup control centre. In this way a Technogroup service technician can be with you with the correct replacement parts before you have even noticed the fault.

YOUR SECURITY IS OUR BUSINESS

The Technogroup software service contract allows SLAs to be chosen to fit individual requirements – for all companies which rely on the maximum availability of their IT systems:

- 24*7 availability online, telephone and on-site service
- 15 minutes response time for priority 1 and priority 2
- Technician response times of under 2 hours
- Guaranteed repair time of 4 hours
- 24 hour parts availability
- Ticket system
- IT technicians appointed according to customer-specific requirements

„Can't find your IT system?“

In recent years Technogroup has continually sought to accommodate the rapidly growing requirements of data centers, which is reflected in the quality and flexibility of our IT service. The ever-expanding nature of our portfolio guarantees that you are being looked after by one of the most capable IT service partners in the business. If you are unable to find the manufacturer or model of your IT systems, please contact us as we are constantly increasing our service offering.



MANUFACTURER – SYSTEM – MODEL

IBM / Lenovo

SERVERS

- Blade Center
- System p
- System x
- System z
- System i
- ThinkServer
- Flex System
- NeXtScale

DISK STORAGE

- DS3000 – DS8000
- XIV
- N Series
- SVC
- Storwize

TAPE STORAGE

- TS 1xxx / 2xxx / 3xxx / 4XXX / 7xxx
- LTO, DAT, DLT, SDLT, Jaguar

SAN

- please refer Cisco and Brocade

HITACHI

DISK STORAGE

- AMS
- HUS / HUS-VM
- VSP / G Series
- Thunder 9200, 9500V
- Tagmstore USP, USP-VM, NSC

EMC

DISK STORAGE

- VNX (e)
- Clariion CX
- Celerra – Centera
- Symmetrix DMX
- Data Domain
- VMAX
- VPLEX
- Isilon
- Unity

SAN

- please refer Cisco and Brocade

NETAPP

STORAGE

- FAS2000
- FAS3000
- FAS6000
- FAS8000 Series
- AFF Series

DELL

SERVERS

- PowerEdge
- PowerEdge Blade
- PowerEdge VRTX

DISK STORAGE

- PowerVault
- EqualLogic

TAPE STORAGE

- PowerVault

NETWORK

- X/N/S Series

SAN

- please refer Brocade

CISCO

SERVERS

- UCS Series
- MCS Series

SWITCHES

- Catalyst / Nexus Series
- MDS Series

BROADCOM / BROCADE

SAN

- Switches
- Directores

HEWLETT-PACKARD

SERVERS

- ProLiant
- Integrity – Itanium
- HP9000 - PA-RISC
- Alpha
- NonStop
- Blade

DISK STORAGE

- MSA
- EVA
- XP48-24000
- LeftHand
- 3Par (E, S, V, T Series)

TAPE STORAGE

- MSL
- ESL
- EML
- LTO (Ultrium)

NETWORK

- PRO Curve / Aruba



MANUFACTURER – SYSTEM – MODEL

SUPERMICRO

SERVERS

- SuperServer
- SuperBlade
- MicroBlade
- UltraServer
- FatTwin
- TwinPro

STORAGE

- SuperStorage

NETWORK

- Switches

WORKSTATIONS

- SuperWorkstations

SYNOLOGY

NAS SERVERS / STORAGE

- RS-Series
- RC-Series
- DS-Series

SUN / ORACLE

DISK STORAGE

- StoreEdge 99x Systems
- Storage / StorageTek 6xxx Arrays
- Storage 25xx Arrays
- Storage J4xxx
- StoreEdge 3xxx Arrays

TAPE STORAGE

- StoreEdge Lxxxx
- StorageTek Lxxx
- StorageTek SL8500
- SL3000 / SL4000
- StorageTek PowderHorn
- T10000, 9840, 9940
- LTO, DAT, DLT, SDLT

SPARC SERVERS

- SUN / Oracle T, V, M Series
- Ultra Enterprise
- Blade

x86 SERVERS

- SUN / Oracle X, V Series
- Blade

NETRA

- Netra Sparc
- Netra x86
- Blade

QNAP

NAS SERVERS / STORAGE

- SS-Series
- TS-Series
- UX-Series
- TVS-Series
- REXP-Series

NETGEAR

STORAGE

- ReadyNAS
- ReadyDATA

NETWORK

- Switches
- WLAN

QUANTUM

TAPE STORAGE

- Scalar ixxxx
- SuperLoader 3
- LTO, DAT, DLT, SDLT

OVERLAND

TAPE STORAGE

- NEO 200s – 400s
- NEO 2000 – 8000
- NEO 2000e – 4000e

APPLE

TABLETS

- iPad, iPad Air, iPad mini

SMARTPHONES

- iPhone

FUJITSU

SERVERS

- Primergy

DISK STORAGE

- Fibrecat SX
- Eternus DX

TAPE STORAGE

- Eternus LT

SPARC SERVERS

- Primepower
- Sparc Enterprise M Series
- Sparc Enterprise T Series



SHARED SERVICES

OPERATING SYSTEMS

HEWLETT-PACKARD

- HP-UX
- OpenVMS
- Tru64

IBM

- AIX
- IBM i
- z/OS, z/VSE, z/VM

SUN / ORACLE

- Solaris

x86 – OPERATING SYSTEMS

- Windows
- Hyper-V
- VMWare
- Linux

SERVER VIRTUALISATION

- IBM PowerVM (Virtual I/O Server)
- Oracle VM Server / Solaris-Zones
- HP Virtual Machines, vPars
- VMWare
- Hyper-V

CLUSTER

- IBM PowerHA
- HP Serviceguard
- Oracle Cluster

IT-OUTTASKINGS

- IT Operations
- Restore Test
- System Monitoring
- System Administration
- Residency Services
- On-Site Services
- IT Service Management
- Remote Support
- IMAC Services

SYSTEM BACKUPS

- Disaster Recovery Services
- TG NES.i

SOFTWARE SERVICING

TAILOR-MADE TO YOUR NEEDS

With a software service contract from Technogroup you can safeguard the performance and availability of your applications. A system specialist will be appointed as your contact for all questions related to your system environment.

Technogroup offers certified specialists for all operating systems and their associated software components. Whenever you need technical support, we'll be there, ready to get your systems back up and running.

FOR MOST DEMANDING REQUIREMENTS

The software servicing package includes advice and troubleshooting of system faults, as well as the creation of problem analysis documentation, advice on installation and release and version changes. We also offer advice on configuration changes, system tuning and management, as well as data security and protection.

The SLAs for Technogroup software servicing are selectable on an individual basis – for companies which rely on the availability of their IT. If you would like to find out more about the features of the servicing program and your benefits, talk to your contact person or visit our homepage at www.technogroup.com.

TECHNOGROUP IT-SERVICE GMBH

Technogroup is the leading manufacturer-independent IT service provider, based in the Rhine-Main region and with 54 service hubs in Germany, Austria, Switzerland, the Netherlands and in Poland.

Technogroup has been imparting its expertise in hardware and software support on all current systems for almost 30 years.

That is why more and more big name companies from industry, finance and the public sector are choosing Technogroup.



TECHNOGROUP:
Our comprehensive servicing network

! INFO BOX

TECHNOGROUP HARD FACTS

- Manufacturer-independent multivendor service
- 54 service hubs
- Service for approx. 98,000 IT systems
- Twelve 24*7 logistics centres
- DIN ISO 9001 certification

TECHNOGROUP IT-SERVICE GMBH

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