



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 businesscritical 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
- o 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

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MANUFACTURER – SYSTEM – MODEL		
SUPERMICRO	QNAP	
SERVERS	NAS SERVERS / STORAGE	
• SuperServer • SuperBlade • MicroBlade • UltraServer • FatTwin	 SS-Series TS-Series UX-Series TVS-Series REXP-Series 	
• TwinPro STORAGE	NETGEAR	
• SuperStorage		
NETWORK	STORAGE	
• Switches	• ReadyNAS • ReadyDATA	
WORKSTATIONS	NETWORK	
o SuperWorkstations	• Switches	
SYNOLOGY	o wlan	
	QUANTUM	
NAS SERVERS / STORAGE o RS-Series	TAPE STORAGE	
• RC-Series • DS-Series	 O Scalar ixxxx O SuperLoader 3 	
SUN / ORACLE	o LTO, DAT, DLT, SDLT	
	OVERLAND	
o StoreEdge 99x Systems	TAPE STORAGE	
o Storage / StorageTek 6xxx Arrays o Storage 25xx Arrays o Storage J4xxx o StoreEdge 3xxx Arrays	 NEO 2005 – 4005 NEO 2000 – 8000 NEO 2000e – 4000e 	
TAPE STORAGE	APPLE	
o StoreEdge Lxxxx ○ StorageTek Lxxx		
StorageTek SL8500	TABLETS	
o SL3000 / SL4000 o StorageTek PowderHorn	o iPad, iPad Air, iPad mini SMARTPHONES	
o T10000, 9840, 9940 o LTO, DAT, DLT, SDLT	o iPhone	
SPARC SERVERS		
SUN / Oracle T, V, M Series	FUJITSU	
o Ultra Enterprise o Blade	SERVERS	
x86 SERVERS	o Primergy	
SUN / Oracle X, V Series	DISK STORAGE	
• Blade	o Fibrecat SX	
NETRA	• Eternus DX TAPE STORAGE	
⊃ Netra Sparc ⊃ Netra x86	o Eternus LT	
o Blade	SPARC SERVERS	
	 Primepower Sparc Enterprise M Series Sparc Enterprise T Series 	

SHARED SERVICES

OPERATIN	NG SYSTEMS
HEWLETT-PACKARD	x86 – OPERATING SYSTEMS
● HP-UX ● OpenVMS ● Tru64 IBM	• Windows • Hyper-V • VMWare • Linux
o AIX	SERVER VIRTUALISATION
• IBM i • z/OS, z/VSE, z/VM SUN / ORACLE • Solaris	 IBM PowerVM (Virtual I/O Server) Oracle VM Server / Solaris-Zones HP Virtual Machines, vPars VMWare
	o Hyper-V CLUSTER
IT-OUTTASKINGS o IT Operations o Restore Test	• IBM PowerHA • HP Serviceguard • Oracle Cluster
 System Monitoring System Administration 	SYSTEM BACKUPS
 Residency Services On-Site Services IT Service Management Remote Support IMAC Services 	• 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.

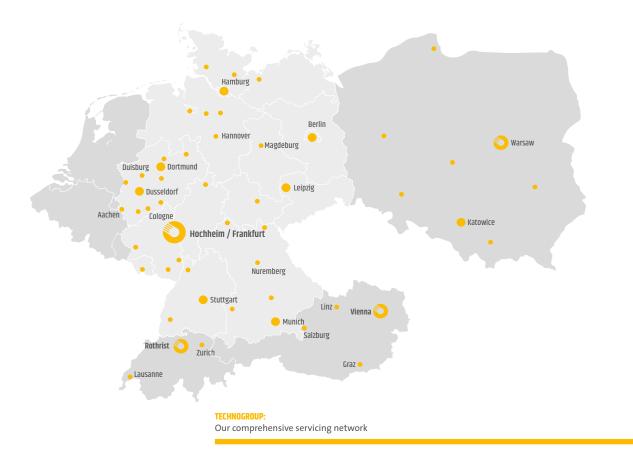
FOR MOST DEMANDING REQUIREMENTS

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 manufacturerindependent 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 HARD FACTS

• Manufacturer-independent multivendor service

54 service hubs
Twelve 24*7 logistics centres

• Service for approx. 98,000 IT systems • DIN ISO 9001 certification

TECHNOGROUP IT-SERVICE GMBH

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