

Our support services can help deliver cost-effective IT support around the clock.

Want to make an almost immediate impact on your IT budget? Consider Logicalis' support services, which enable you to focus on your core business while we take care of your IT infrastructure. Our support model is a proven, cost-effective way to deliver higher service levels to your organization—at a fraction of the price you are paying today. Logicalis can help you manage many aspects of your IT operations with a predictable cost, backed by a 24x7 support facility.



IT support is a critical area of support that needs to be efficient in order for your organisation to run smoothly. With Logicalis's suite of support offerings you experience savings by letting us manage your IT infrastructure, from reactive break/fix maintenance to proactive managed services backed by restoration SLAs.

Our 24x7 Global Support Centre delivers high-quality support to ensure customers have a high level of satisfaction, providing a seamless extension of your IT department.

- Reduced costs and clear ROI
- Peace of mind with 24x7 support centre available via 1800 number
- Single point of contact and accountability
- Access to skilled technical resources
- Mature ITIL processes — change, incident, problem, and service-level management
- Resources allocated to strategic projects instead of day-to-day management

“With Logicalis as a partner we know that potential network issues will be quickly identified and addressed, minimising any downtime or customer impact”.

CIO, Transurban



Logicalis’ support services covers IT infrastructure across multiple vendors and technologies:

- **Networking:** Routing and Switching (including Wireless LAN), Security (Cisco IPS and Snort IDS)
- **Collaboration:** Cisco Call Manager and gateways, Video-conferencing
- **Data centre:** Cisco WAAS, Cisco Unified Compute System (UCS), Storage, Backup (including Replication to Logicalis Cloud) and Vblock.

What can we do for your organisation

Contact Logicalis to learn how we can help.

Visit www.au.logicalis.com

Call 1800 453 454

Deliverable	Logicalis Maintenance	Proactive Maintenance	Managed Services
Access to 24x7 support centre	✓	✓	✓
Single point of contact across all vendors	✓	✓	✓
Service Level Agreement (SLA)	✓	✓	✓
Vendor-backed Maintenance Agreement	✓	✓	
Cisco Software Support / IOS updates	✓	✓	
Web-based portal for reporting and statistics		✓	✓
Real-time monitoring (device polling)		✓	✓
Remote diagnosis and resolution of faults			✓
Change Management			✓
Capacity Planning			✓
Service Delivery Manager	Opt	Opt	✓