



Server & Desktop

In today's complex and demanding business environment organisations are faced with continuous technology and industry changes that are directing increased pressure on IT support and services departments and associated budgets. Organisations have to be flexible enough to be able to react and adapt to these changes quickly and efficiently to ensure that networks remain operational. Evolved offers customers a full range of server and desktop support services that can be utilised to fulfil customers ever changing system requirements.

Experienced hands

Refined from many years experience in the server and desktop support arena Evolved have customised a dedicated range of installation, maintenance, solution design and consultancy services across a wide range of leading server and desktop devices.

This knowledge and expertise is a resource made available to customers to ensure we can meet your ever changing requirements. Evolved has the necessary staff across service support, service delivery and professional services to respond to all types of server and desktop incidents and requests.

Server support

Evolved design, install and maintain leading edge server systems across all kinds of vertical markets. Security, availability and stability is recognised as critical criteria when delivering any level of server support from installation, configuration, design and support as we realise the importance of this element within any installed configuration.

Benefits of partnering with Evolved

- > 'Return to service' - up to latest back up
- > Unrivalled support team due to geographic reach and technology expertise
- > Highly qualified and vendor trained teams of support engineers
- > Rapid Response Team for critical support options
- > Latest and up-to-date accreditations
- > One single SLA or SLAs to suit
- > Multi-vendor; HP, Dell, Toshiba, VMware, Sun, IBM
- > 24/7 Service desk
- > Up to 2hr response time within a 4 hour fix



Evolved are able to provide support and maintenance across legacy, current and emerging products and technologies which all form a substantial part of Evolved's support base today. Wintel through to enterprise such as low end ProLiant to high end Sun and storage equipment are all supported and maintained under the Evolved support portfolio and service catalogue.

Desktop support

Desktops are very much an integral part of all businesses these days with many being set up to be the access point to much more complex underlying business systems and applications. Just like with these critical systems it is important to have the necessary levels of support in place should anything go wrong with your desktop environment. This is where Evolved can really make a difference with their comprehensive infrastructure of desktop services that provides elements that include full incident lifecycle around hardware break/fix and install's, moves and changes.

Accreditations include:

- > Cisco
- > ARC
- > VMware
- > Microsoft
- > IBM
- > Dell

Server Hardware Installation (x86)

- > HP server installations
 - ML & DL range
 - MSA Storage
 - BladeCentre / Blades
 - Tape library/drive
- > IBM server installations
 - X-Series range
 - BladeCentre / Blades
 - Tape library/drive
- > Dell server installations
 - Poweredge range
 - Power Vault Tape range
 - Equallogic Storage
- > **Deliverable:** Installations customised to match the Customer's requirements

Desktop Hardware Installation (x86)

- > Individual or multiple rollout of
 - HP desktop/laptop
 - Dell desktop/laptop
 - IBM desktop/laptop
 - Other desktop/laptop (on request)
- > **Deliverable:** installation checklist and rollout schedule as per the Customer wishes

Software Installation Services

Planning, installation, migration and consolidation of:

- > Microsoft Professional Services
 - Windows 2000-2008 Server
 - Small Business Server 2000-2008
 - Exchange 2003-2007
 - Active Directory
- > Citrix Professional Services
 - Presentation Server 4x (XenServer)
 - Citrix Secure Gateway
- > VMware Professional Services
 - Virtual Infrastructure (ESX) 2.x - 3.x
 - Virtual Center 1.x - 2.x
 - VMware Converter

Customised Server/Domain audit

- > Disk space usage reporting
- > Memory usage reporting
- > Backup success/failure reporting and diagnosis
- > Event log checking and diagnosis
- > Hardware log checking and diagnosis
- > Microsoft update reporting
- > Active directory
 - User audit
 - Group audit
 - Group policy audit
 - Replication Audit
- > Microsoft security analysis
 - **Deliverable:** Summary report on the above with recommendations where appropriate

Performance monitoring

- > Reporting and recommendations on the following counters per server
 - Processor usage
 - Memory usage
 - Memory paging
 - Network card usage
 - Disk usage
 - Read/write bottlenecks

