

Evolved Service Levels

Tailored Service Levels to meet your network requirements

Evolved introduction to go in here



Covering devices from all the leading networking vendors that include servers, routers, switches, desktops and laptops Evolved have the technical expertise to successfully respond to a variety of networking scenarios.

The devices Evolved support span across many different technologies such as IP Voice, Unified Communications, Servers & Desktops, Wireless and Security which are all maintained by a comprehensive infrastructure of experienced technical teams.

Tailored Service Levels

Evolved's Service Levels are split into 3 defined areas; Fix, Response and Advanced Replacement. Depending on the requirement, all Evolved's clients can select a variety of options to tailor their own SLA in response to their networking needs.

As part of the defined Service Levels provided, all Evolved's clients can select a specific time constraint to accompany the SLA whether that be a 4 or 8 hour response, Monday to Friday coverage, or a complete 24/7 support package. These flexible options mean Evolved can deliver measured service levels to its customers in a way that exactly meets their specific needs.

As part of any support contract, partners are provided with a single point of contact via the Evolved service desk regardless of the SLA, device type or network location. This ensures all faults can be logged on a central online system where partners can even have access to view any incidents through a secure portal.

Evolved Service Level features

Fix

- > Return to service within defined SLA
- > Onsite engineer
- > Parts to site
- > Escalation
- > Software support upon request

Response

- > Engineer to site within defined SLA
- > Parts following diagnosis
- > Escalation
- > Software support upon request

Advanced replacement

- > Parts to site within defined SLA
- > Escalation
- > Software support upon request

If you require any further information or assistance regarding Evolved's Service Levels then please contact one of our representatives who will be willing to assist you further.