



## 90 second service overview

Evolved is a strategic support provider specialising in end to end IT services across the UK and Ireland. All our services are split into 2 key areas, 'IT Support Services' and 'Advanced Technology Services.' Our IT services portfolio is designed with our customer's needs in mind, providing them with an efficient and flexible service.



### IT Support Services

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|----------------------|--|
| Maintenance          | Evolved currently supports a wide range of live hardware maintenance contracts across the UK & Ireland. We provide multi-vendor, multi-technology, hardware support across Server, Comms, Storage and Desktop technologies.  |
| Installation         | Evolved's support engineers are trained and certified by market leading hardware vendors. Our engineers provide a full network installation service, diagnosing and implementing hardware and software issues across the UK and Ireland.   |
| Service Desk         | Our Service Desk provides a 24/7, single-point-of-contact for all our customers. Customers can log all fault calls and place technical queries through the Service Desk safe in the knowledge that it will be dealt with promptly and efficiently from one of our technical support specialists.                             |
| Monitoring Services  | Evolved delivers a remote network monitoring solution which allows our team of technical experts to monitor your networks remotely in a safe and secure environment 24/7. We monitor a wide range of complex networks and quickly alert customers of potential problems before they have a significant impact on a business. |
| Pre-sales Support    | Pre-sales offers support across a wide range of deliverables from Senior Engineering Consultancy, Network Design and Configurations to Project Management. ITIL based service design encompassing architecture and service management are also provided.   |
| IT Training Services | All of our courses are taught by instructors who hold industry recognised training certifications and to ensure that the training is relevant to the real world situations, our instructors are all experienced technical consultants from our Advanced Technology Services team.  |

### Supported Vendors





## Advanced Technology Services

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|--------------------------------|---|
| Professional Services          | Our Professional Services are delivered by a team of highly skilled project managers who are trained across a wide range of vendor products and technologies. Working closely with our customers, all project managers take full control of the projects they are tasked with, from original planning and briefing sessions to the successful delivery of all project objectives.           |
| Data Centre Solutions          | Evolved delivers simplified, secure, scalable, and flexible data centre solutions to our customers. The solution is based on best-of-breed enterprise networking, virtualization, and storage technologies enabling virtualized public and private cloud environments.  |
| Security                       | Evolved has a team of security specialists who assist customers across a broad spectrum of network security. These may include firewalls, VPN access, router & switch security and endpoint security all of which require the same high level of technical expertise and industry knowledge.  |
| Enterprise Server              | Supporting servers across a wide range of vendors including Cisco, HP, Sun, IBM, Dell and Fujitsu Siemens to name but a few, Evolved has the infrastructure and expertise to assist our customers quickly and efficiently regardless of the SLA or network location.  |
| Enterprise Storage             | Supporting a wide range of storage devices that include HP, EMC, IBM, Dell and Sun, Evolved has the expertise to support a variety of storage requirements. Due to the critical nature of storage hardware, Evolved combines an extensive range of service level fix options, a comprehensive spare parts inventory, and technical services backup as part of its customer support package. |
| Voice & Unified Communications | Evolved has experience that reaches across many vendors, products and technologies which in turn ensure businesses receive independent advice that has their best interests in mind both commercially and technologically.  |
| Wireless                       | Evolved pride themselves on their wireless LAN security testing and wireless LAN health checks which provide customers with elements such as penetration testing and performance analysis. These areas coupled with the wireless LAN installation and commissioning services ensure all customers can be confident that no stone is left unturned when setting up a wireless network.       |
| Server & Desktop               | We provide support and maintenance across legacy, current and emerging Server & Desktop products and technologies which all form a substantial part of Evolved's support base today.  |
| Routing & Switching            | Evolved will assist you in making sure your routing and switching networks remain optimised to support your business objectives. We share our technical knowledge and leading operational practices, complementing our customer's business objectives.  |