



Enterprise Storage Solutions

Evolved is regarded as one of the leading Enterprise Storage support organisations in the UK and Ireland. Supporting a wide range of storage devices that included HP, EMC, IBM, Dell and Sun, Evolved has the expertise and foundations 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. By providing these services, we ensure our customers' systems remain operational, reducing the disruption to day to day business operations.

As the most extensive provider of multi-vendor, multi-platform parts support services in the UK and Ireland, Evolved's Enterprise inventory includes replacement drives and system parts for storage arrays through to enterprise tape libraries.

Why choose Evolved

Our main differentiator is our ability to offer an alternative, cost effective solution to the vendor storage support. In order to compete successfully, two things have to be achieved; deliver an improved service, and deliver it most cost effectively. Our customers bear witness to this achievement and this has been possible due to the successful implementation of ITIL processes across Service Support and Service Delivery. This has given a clear view on the incident lifecycle, not just focusing on the equipment but on process, business pressure and individuals. Evolved's storage support solutions also include a 4hr fix option for customers, providing Evolved with a competitive edge over the competition.

Hardware support

Our nationwide team of field based server support specialists are fully trained to deliver around the clock, onsite storage hardware support. If a fault cannot be resolved remotely and the incident requires a site visit from a member of our vendor certified field support team, with the backing of an extensive spares and logistics infrastructure, Evolved will resolve and incident quickly and efficiently with the minimal disruption to a business.



Supported vendors:

- > HP
- > EMC
- > NetApp
- > IBM
- > Dell
- > Sun

Technical services

Evolved houses a vast range of computer systems and servers which are used as test rigs. The test rigs span all of the major manufacturers which place Evolved in the unique position of being able to test the parts in the machine models they are destined to be used within.

Data destruction

To ensure peace of mind and the secure disposal of data our nominated disposal partner has been audited to confirm that they have in place and implement a rigorous and audit trailed data cleansing policy. Policies include data erasure for functioning devices, degauss to CESG standard for defective devices or physical destruction and recycling of the drives.

Service delivery

Evolved's multi-vendor services team are certified with the leading OEMs and provide a wide range of support services through a business model that delivers real value to our customers.

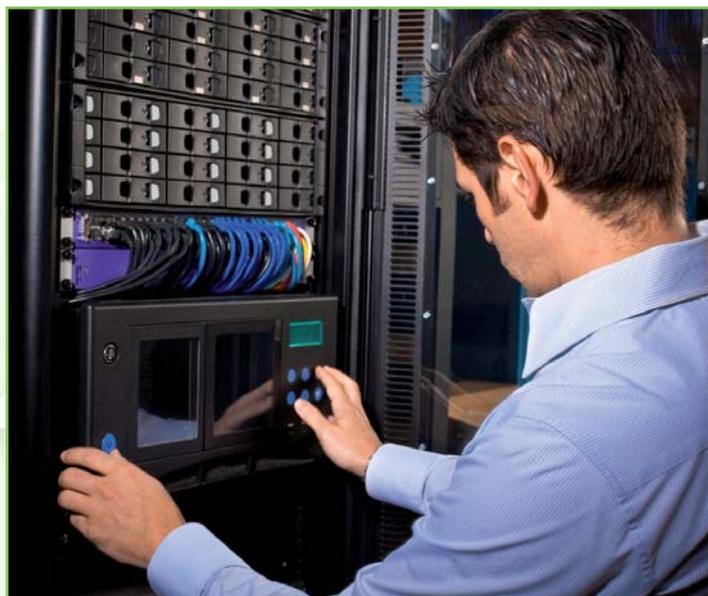
Our aim is to deliver cost effective IT support services in a professional and timely manner. We provide technical advice and assistance across storage environments via our 24/7 Service Desk, which in turn helps us to maximise your operational efficiency by reducing time consuming administration.

Our wide range of flexible Service Level Agreements (SLAs) ensures we can customise and mould our service solutions to the business needs of our customers. We will work closely with you to identify and prioritise the critical support requirements of your networks. From this information we can formulate the most suitable range of service levels and service solution then contain them under a single support contract, reducing your overhead and downtime whilst increasing your business productivity.

As networks are continuously evolving with the needs of a business we provide a Service Management facility. This service periodically reviews those changes through customer review meetings and continuous improvement plans. In doing so it ensures that the support services remain in step with a customer's business while capturing all levels of business driven change ensuring that our customers remain at a competitive advantage.

The Evolved Enterprise Storage Support service provides you with:

- > Increased network availability through reduced response times
- > Multi-vendor technical expertise
- > UK and Ireland coverage
- > Dedicated 24/7 Service Desk
- > Comprehensive Spares facilities
- > Onsite Fix, Response and Advanced Replacement cover options
- > Software Telephone Advice and Guidance (TAG) service
- > Cost effective service excellence



Remote Monitoring

With networks demanding 24/7 availability, we provide a dedicated technical support team that remotely monitors servers in a real time environment for our customers.

From our Network Operations Centre (NOC) Evolved monitors a wide range of complex networks across the UK, Ireland and mainland Europe and quickly alerts customers of potential problems before they have a significant impact on a business.

You are in safe hands

To ensure complete 'peace of mind' with all our customers we adhere to industry leading quality procedures. This stringent approach and service excellence has resulted in Evolved being awarded with some industry leading accreditations.