



Enterprise Server Support

Focussed on service excellence

Evolved is regarded as one of the leading server support organisations in the UK and Ireland. Supporting servers across a wide range of vendors including Cisco, HP, Sun, IBM, and Dell to name but a few, Evolved has the infrastructure and expertise to assist customers quickly and efficiently regardless of the SLA or network location.

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

Hardware & software support

Evolved has a nationwide team of field based server support specialists who are fully trained to deliver around the clock onsite 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 extensive spares and logistics infrastructure, Evolved will resolve the incident quickly and efficiently with minimal disruption to your business.

Evolved provides technical advice and assistance across the mid-range Operating System (OS) environment. Our proficiency in software support ensures our customers have access to telephone advice and guidance service, allowing access to OS software support across all the leading vendors.

Service delivery

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



Supported vendors:

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

Our aim is to deliver cost effective IT support services in a professional and timely manner. We provide technical advice and assistance across both server hardware and software environments via our 24/7 Service Desk, which assists us in maximising 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 our customer's needs. 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 solutions then contain them under a single support contract, reducing your overheads and downtime whilst increasing your business productivity.

As networks are continuously evolving with the needs of a business we provide a Service Management facility which 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 your business while capturing all levels of business driven changes.

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 our 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 leading industry accreditations.

