



European network maintenance services

Evolved is fast becoming recognised as one of the leading channel network and IT support services providers across the UK, Ireland and mainland Europe. Evolved's technology portfolio includes WAN, LAN, Security and IP Telephony incorporating all the leading network vendors including Cisco, 3Com, Nortel, Juniper, IBM, HP and Extreme Networks.



All Evolved's support services are delivered through a single-point-of-contact utilising the comprehensive range of skills and resources within our dedicated 24/7 technical assistance centre based at Evolved's Head Quarters in the UK.

Services include:

- > UK, Ireland and mainland Europe coverage
- > A single point of contact for all related incidents
- > Guaranteed responses and fixes within defined service level agreement
- > Access to 48 spares locations
- > A vast network of skilled and accredited field based engineers backed up by specialist consultants
- > 24/7 Service Desk and call logging facility
- > Service delivery management
- > Remote and onsite trouble shooting services

Evolved has invested heavily in the training and accreditation of it's engineers and consultants and has the ability to support the following vendors:

- | | |
|-----------------------|---------------|
| > Cisco | > Baystack |
| > Nortel | > Draytek |
| > 3Com | > Check Point |
| > Allied Telesyn | > Zyxel |
| > Cabletron/Enterasys | > Netgear |
| > Watchguard | > Juniper |
| > Extreme | > HP |
| > Nokia | > IBM |
| > Dell | |



Evolved is committed to delivering the highest standards in support services. Providing you with unrivalled levels of service and support in order to minimise downtime and increase overall operational efficiency.