

# PROACT



## Premium Support+

Enhance your existing support contract,  
with monitoring and incident management assistance.

## Don't call us. We'll call you.

Premium Support+ provides round-the-clock monitoring and incident management support for a wide range of hardware/software, firmware and systems.

We'll let you know if there's a problem.

Our monitoring platform will keep a continuous eye on your selected technologies and alert us should anything go wrong. So we'll be the ones contacting you if there's a problem, not the other way around.

Then we'll help to fix it.

Our team, a virtual extension of yours, will help with initial investigations, contact vendors and do everything we can to restore operation or prevent outage.

Support, uplifted.

As such, Premium Support+ is a great way to improve on your current support contract in a cost effective way. If you want total incident resolution, select our 'Service Management' option.

### A partner you can trust

We have a successful track record in monitoring complex IT systems and supporting some of Europe's most demanding companies. We've continuously added to our knowledge and have developed tried-and-tested processes that mean you can trust us to manage and improve the following operations:



Storage



Server



Networks



Hypervisor



Backup

## Key benefits of Premium Support+



### Secure

Industry-recognised security accreditation. ISO27001-certified datacentre. Monitoring and support over secure links.



### Available

Support available 24x7 365 days a year via help desk (telephone and email) and self-service portals.



### Flexible

Configure your own alerts, notifications, feature sets and service levels.



### Cost-effective

Control your maintenance costs with known, monthly payments, instead of having to recruit and train a wide range of specialists.



### 'Fix first' policy

When things go wrong, we do everything we can to fix the problem as quickly as possible. We can look at whether you'd benefit from an upgrade to Service Management later.



### Access to broad range of skills

You'll have specialist support without having to recruit and train for the skills yourself. Your virtual team can also rely on our network of over 400 specialist consultants all over Europe.



### Free your IT team

With Proact taking responsibility for infrastructure maintenance, your IT team is free to help your end users.



### Peak performance

Our technical specialists will help get the best out of your infrastructure, helping your IT, and your business, perform at its best.

"We chose Proact Premium Support+ because we know that everything is being monitored and we'll get the instant support we need when things go wrong."

IT operations director

# Resources

You'll have 24x7 access to a dedicated help desk that you can contact via email or telephone, as well as access to a self-service portal for support and monitoring.

**✓ Help desk**

Named individuals from your organisation will be able to report incidents and request changes via telephone calls or emails to our 24/7 service desk. We'll log requests as they come in and act on them within the time agreed in your contract.

**✓ Self-service portal**

You'll have access to an easy-to-use and convenient self-service portal for monitoring and support.

Your staff will be able to view trends and metrics, and manage infrastructure resources.

And via the support portal, your named individuals will also be able to:

- Log and monitor issues and/or incidents
- Raise and monitor CRs (change requests) from a catalogue
- View customisable items (CIs) in the CMDB (configuration management database)

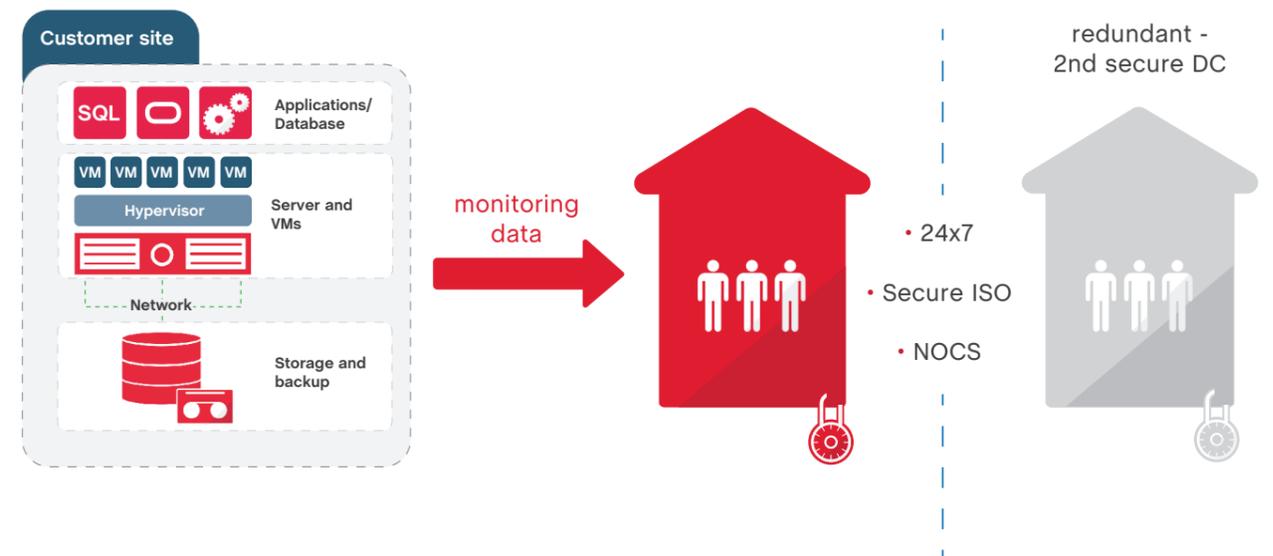
**✓ Our secure, intelligent monitoring platform**

Our monitoring platform enables us to provide secure, remote monitoring and support and is made up of three main elements.

A remote hub at your site collects information with robots that monitor your relevant servers and run technology-specific probes that keep an eye on each of your configuration items. We provide a virtual appliance running the monitoring hub – and recommend you download that. Alternatively, you can provide a virtual or physical server.

Our primary hub sits within a secure Proact datacentre and collects and collates events, alerts and statistics. A secondary hub in another datacentre provides failover resilience.

Finally, our self-service portal gives you complete visibility of everything in near real time.



## Services

Find out more about the following services we offer in line with the ITIL (Information Technology Infrastructure Library), a set of practices for IT service management that focuses on aligning IT services with business needs.

### ✓ Event management

Our platform continuously monitors your systems, collecting metrics for analysis and reporting. Our team continually modify the thresholds that trigger alerts .

When thresholds are breached, the platform will send alerts to our service desk, so that we can inform your chosen contact. Not only can you specify who's contacted but also how and when they're contacted, ensuring teams aren't disturbed unnecessarily.

We monitor all systems using our standard probe configuration for each technology type. You can change the metrics monitored and alarm thresholds, except where availability service levels apply.

### ✓ Incident management

Our technical service desk provides an escalation path when administrators need help with software, firmware and hardware issues.

Report critical, service-affecting incidents by phone and we can act immediately. You can also make non-critical reports by email and via your self-service portal. Email notifications can also let others know when an incident occurs or changes.

We'll let you know when an alert needs resolving and can help with the initial investigation, via remote support sessions. For critical incidents, we help you do what's needed to restore operation or prevent a system outage, via remote session.

We'll communicate with product vendors directly, for log analysis or extra help, then let you know their recommendations.

We also provide fault coordination for break/fix events, dealing with the alert directly and with the break/fix provider on your behalf.

### ✓ Configuration and knowledge management

We keep a configuration management database (CMDB) – so that everyone has an agreed record of all configuration items.

We use our IT service management system (ITMS) to record all incidents. These statistics help us to identify service level and incident trends, and to recommend service improvements.

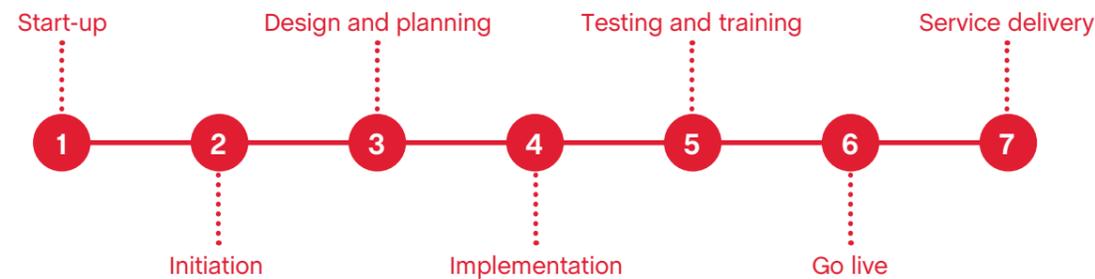
We keep a knowledgebase on your relevant systems and technologies, to help us resolve incidents even faster.

### ✓ Service Reporting

Every quarter, we'll send you a report containing service statistics relating to incidents, changes and how we logged them. You'll also see a full list of all tickets raised, with our response times. As a result, you'll have complete visibility of how we've performed against service level agreements.

## Getting up and running couldn't be easier

Getting Premium Support+ up and running is simple and follows our tried and tested 6-stage process that we use to move customers to any of our managed services.



## Additional services

- ✓ Add new feature sets
- ✓ Upgrade to Service Management, to include incident resolution and problem management
- ✓ Add support for out-of-scope equipment
- ✓ Migration of workloads, datasets and monitoring configurations from legacy systems
- ✓ Service transfer and end-of-life

## How is Premium Support+ charged?

Premium Support+ is available for an affordable monthly cost for the length of the contract, and a small set-up fee.

We charge according to the types, sizes, and configuration of the technologies you choose and the feature sets you select. Based on your selections, we calculate a minimum-commit charge.

See our Proact Support and Management Operations Catalogue for details of the selectable feature sets and the associated charging metrics for each of the technologies supported by this service.

	Charging metric - billed monthly or quarterly
Storage	Capacity, volumes and features (e.g. SAN and Switches)
Server	Physical or virtual - features used (e.g. application monitoring)
Networks	Device type (e.g. firewall or core switch)
Hypervisor	Number of servers and features used (e.g. hyperconverged)
Backup	Number of clients, media servers, storage and tape

## Information is at the heart of your business. Protecting it is at the heart of ours.

Proact is Europe's leading independent data centre and cloud services provider. Proact supplies business benefits by helping companies and authorities to reduce risk and costs, and above all to supply them with flexible, accessible and secure IT services. Proact's cloud service operations manage 70 petabytes of information. Proact has completed more than 3,500 successful projects all over the world to date.

The Proact Group has more than 720 employees and operates in 15 countries in Europe and in the USA. Proact was founded in 1994, and its parent company Proact IT Group AB (publ) has been listed on Nasdaq Stockholm under the symbol PACT since 1999.

**For more information about Premium Support+  
please visit us at [www.proact.eu](http://www.proact.eu)**



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 **NetApp**