



ARROW ENTERPRISE COMPUTING SOLUTIONS

Arrow FusionSM Professional Services

Elite Support

A little “insurance” can go a long way toward protecting the bottom line, so Arrow Fusion is offering Elite Support Packages to our reseller partners and their customers. Our telephone-based technical support services are available around the clock, providing expert troubleshooting assistance whenever needed. While standard helpdesk services offer significant peace of mind, we realize that some organizations need more. That’s why we have combined our helpdesk services with a selection of on-demand consulting services that can help prevent problems from occurring in the first place.

Design reviews and health checks of critical IT systems serve as preventative maintenance by identifying and resolving potential problems before they start impacting service levels, data availability, and profits. Planning and implementation services can help ensure that new technology deployments and data migrations are completed on schedule, with minimal risk, and maximum ROI. Security penetration services can identify and plug security holes in the network perimeter before they are exploited. By combining prevention with recovery, our broad portfolio of advanced support packages will protect your enterprise client’s investment now and well into the future.

Description of Services

Our Elite Support Packages come with a variety of services. your customers simply choose the package and the price that is right for them:

- **24x7x365 Incident-based Support**
Multi-product, cross-platform support with a single—phone call. Includes all products typically found in a datacenter including Microsoft Server and Citrix.
- **Health Checks**
Available for a wide variety of products. We will conduct a series of diagnostic tests and analysis of installation, configuration, performance, and security parameters, and provide a detailed yet concise assessment of the overall health of the application, device, or environment.
- **Issue Trending Analysis**
We analyze all reported issues and the results of the health checks we perform in order to identify trends that may lead to potential issues, before they become a problem.
- **Remote Engineering Services**
Expert assistance installing, configuring, and troubleshooting any supported products including Microsoft Server and Citrix.
- **Design Review Services**
We will review design specifications and plans in order to maximize ROI, minimize risks and downtime during deployment, ensure compatibility and interoperability with legacy systems, and streamline the management and administration of the new systems and environment.
- **Remote Security Penetration Testing**
Our Security Consultants will simulate a series of malicious attacks to pre-specified entry points (IP addresses) of the network in order to expose vulnerabilities. A detailed report is then provided that includes mitigation recommendations.
- **Available Named Technical Account Manager**
A single point-of-contact for all support needs. A trusted advisor that will help your client plan and schedule services, coordinate activities, and ensure that they are getting the highest level of support available in the industry.

Elite Support Services

Options

Elite support packages are offered in Silver, Gold, and Platinum levels to meet a wide variety of budgets and needs.

SERVICE	SILVER	GOLD	PLATINUM
Incident Trend Analysis report	Monthly	Monthly	Monthly
Number of Incidents (support calls)	50	100	100
Support hours of coverage	24x7	24x7	24x7
Design / Architectural Review Services	Available	Up to 20 hours per year	Up to 40 hours per year
Health Checks	2 per year on any available product	4 per year on any available product	6 per year on any available product
Remote Engineering	Up to 10 hours per year	Up to 20 hours per year	Up to 40 hours per year
Remote Security penetration testing	Available	Up to 2 tests per year Up to 10 IP addresses per test	Up to 4 tests per year Up to 10 IP addresses per test
Named Technical Account Manager	Not available	Available	Included

Health Checks Available For:

Microsoft Server	VMware	Citrix	DataCore
Active Directory	ESX	XenApp	SAN Symphony
Exchange	SRM	XenServer	SAN Melody
SharePoint	View	XenDesktop	SAN Maestro
System Center	Lab Manager	NetScaler	
SQL Server	vSphere	WanScaler	Blue Coat
IIS Server	Virtual Center	Access Gateway	Proxy SG
	Novell		Proxy AV
	E-Directory		Reporter
Lakeside Software	Groupwise	CommVault	Director
Systrack	Zenworks	Simpana	PacketShaper
	Platespin		

COMPETITIVE DIFFERENTIATORS

- Arrow Fusion will NEVER compete against our VARs for their client's business.
- Pre-determined deliverables, timelines, and costs are based on a Statement of Work (SOW).
- "No strings attached": VAR has the flexibility to decide when and how to combine additional products, solutions, or services with each project.
- Streamlined yet flexible engagement model accelerates the sales cycle while preserving your client relationships.
- Available project management resources ensure each engagement goes as smoothly as possible.
- One-stop-shopping: Our engineers and consultants are experts in multiple products and technologies and can leverage our extensive line card for solution recommendations.

For more information, contact Arrow FusionSM professional services at 877.558.6677 or visit http://ecs.arrow.com/services/professional_services.html