

Support services



Tailored support to grow and strengthen your business

We build lasting business relationships with our partners, which is why we offer comprehensive support services tailored to their unique needs and goals.

Our support services help partners grow their business with more vendors, languages, and geographies.

These services are flexible and extensive, including management of IT infrastructure with virtual support, remote monitoring, and onsite engineering.

Westcon Care

Flexible Level 1 and 2 vendor support for every service level

Westcon Assist

Reactive technical resources for tasks that fall outside of Westcon Care

Managed services

Proactive monitoring, administration, and managed support of IT infrastructure

Engineer to site

Onsite assistance for hardware replacement tasks

Why us?

- **Trusted, highly experienced teams** that go the extra mile to help you support your customers' goals
- **Unlimited product support**, including four SLA options: 24x7, 8x5, 10x6, and 10x7
- **Single point of contact** for our team of experts, tools, and processes across multiple technologies, as well as multivendor support and common processes
- Services in **English, French, German, Spanish, and Arabic**
- In-house-developed **incident tracking system** that enables integrations with all other leading ticketing systems

Westcon Care

Westcon Care offers comprehensive assistance for product functionality issues, ensuring smooth resolution for your end customers. We act as the intermediary or first line of defence when problems arise, providing efficient Level 1 and 2 incident management, with Level 3 follow-up from our experts if needed.



Vendors we support



Westcon Assist

As an add-on to Westcon Care, our Assist services deliver remote assistance, providing a dedicated reactive resource for technical advice, assessments, configurations, troubleshooting, and execution of tasks and small projects. Assist also give you the flexibility to address requirements that fall outside vendor support contracts or our Care services.



Vendors we support



Managed Services

Our Managed Services provide all the benefits from Care and Assist, while adding proactive 24/7 end-to-end device monitoring, administration, and management by our engineers. They'll make expert decisions on threats, updates, maintenance, or change requests. Plus, a dedicated Partner Service Delivery Manager will work closely with your customer to ensure continuous improvement and that we meet their objectives.



Vendors we support



Engineer to site

Engineer to Site is our in-person, cost-effective, add-on support service designed to minimise disruptions and downtimes for hardware replacement during an RMA. With our global reach covering 180+ countries, we can dispatch skilled engineers to your location within 4-24 hours, ensuring a rapid onsite response tailored to your needs.



Engineer to site is available for any hardware vendor.

Discover our other services

Professional

Turn our experienced team into yours



Supply chain

Unlock new markets with our global reach



Education

Comprehensive training to future-proof your business



Contact us to find out more:

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