

# Support

# Services

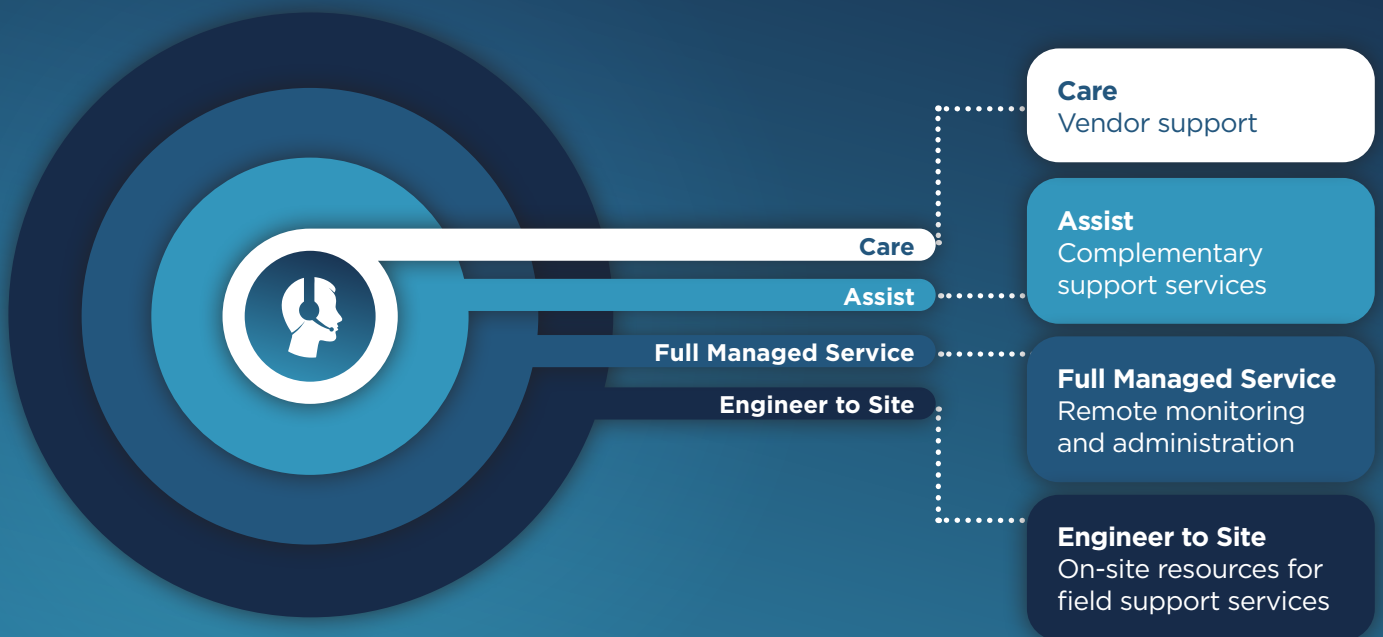


## Tailored support to develop, grow and strengthen your business

Westcon-Comstor support extends capabilities and plugs gaps without the cost of expensive in-house resource. Partners focus on their core technologies and proficiencies... we cover the rest.

Flexible and scalable, our support covers virtual support, remote monitoring, incident management, on-site engineering and hardware replacement, based on business needs and technical requirements.

### Westcon-Comstor Support Services



#### Common Features

- Unlimited product support available 24x7
- Single point of contact to our team of experts, tools and processes
- Online incident tracking
- Common process across multiple vendors
- Customer service in local language: English, French, German, Spanish and Arabic
- Four improved SLAs
- Complementary services: RMA management
- **Pre-sales extension** through Business Coach or Virtual Office services



## Support Care

Remote assistance for failed product or service functionality, through Level 1 and Level 2 incident management, with vendor Level 3 follow-up from our support experts.

- Single point of contact across multiple technologies, saving time and effort, enabling swift incident resolution and maximising uptime.



## Support Assist

Complementary to Support Care, delivering virtual headcount for technical advice, assessments, configurations, troubleshooting, and execution of changes, tasks and small projects that aren't covered by a vendor support contract or our Support Care.

Support Assist is flexible, providing access to remote engineers for support and professional services. Choose the SLA for the technology or vendor and number of hours you need.



## Full Managed Service

An exclusive Westcon-Comstor service providing 24x7 end-to-end device monitoring and administration by our engineers, who take proactive decisions on threats, updates, maintenance, or change requests.

Full Managed Service helps customers free up IT resource to focus on core competencies and reduce the cost of IT ownership.



## Engineer to Site

Cost-effective add-on support service, providing local engineering resource for hardware replacement during an RMA.

Minimise disruptions and downtime, taking away the need for the customer to co-ordinate delivery of replacement parts and engineer arrival on site.

## Learn more about our services portfolio

 [www.westconcomstor.com/global/en/services.html](http://www.westconcomstor.com/global/en/services.html)

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