

# Let us take the strain



## 5 reasons to buy Proactive Care/Assist

**Proactive Care and Assist provide flexible, on-demand remote monitoring and end-to-end support to free you from the frustrating IT concerns that clog up your day.**

As your single point of contact, we manage your IT, networks and infrastructure, so you can better manage your resources, budgets and people.

We detect and diagnose any issues and escalate where necessary.

You manage your devices while we monitor your availability, leaving you free to focus on the tasks that are most important to your business.

### IT support built for your business

<p><b>WE SAVE</b> you the administration of dealing with the vendor support desk directly by doing it on your behalf</p>	<p><b>WE SAVE</b> you the time and effort of chasing up and logging support tickets on a day-to-day basis</p>	<p><b>WE SAVE</b> you money and the time in developing a support desk capability</p>
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### Service values on top of support

- 1** A single point of access to our multi-vendor, multi-certified team of experts, tools and processes. Simplify by centralising all your vendor contracts under Westcon Support.
- 2** By being local, Westcon provides an integrated Sales and Support offering. Combining distribution and services, we build deeper, long-term relationships with our partners. We understand your customers and their needs.
- 3** You will have access to the extensive knowledge of our certified experts. Our technicians are certified across multiple vendors and technologies allowing them to take a cross-vendor approach to resolutions.
- 4** Westcon Support contact each vendor directly for 3rd level support, whilst remaining completely focused on the issue resolution. This is due to the outstanding relationship between Westcon and the vendors we work with.
- 5** Westcon has developed and uses an industry-leading support ticket system with partner and end-customer accessibility. Partners can use it as a support contract management tool to manage annuity revenue.

### Side-by-side comparison

	24x7	8x5	
	<ul style="list-style-type: none"> <li>• Check Point</li> <li>• Extreme Networks</li> <li>• F5</li> <li>• Infoblox</li> <li>• Ivanti</li> <li>• Mitel</li> <li>• Netscout</li> <li>• Palo Alto Networks</li> <li>• Poly</li> <li>• Ribbon</li> <li>• Symantec</li> <li>• Trend Micro</li> </ul>	<ul style="list-style-type: none"> <li>• Broadcom</li> <li>• Check Point</li> <li>• Cisco / Cisco Meraki</li> <li>• Palo Alto Networks</li> <li>• Extreme Networks</li> <li>• F5</li> <li>• Infoblox</li> <li>• Ivanti</li> <li>• Menlo Security</li> <li>• Mitel</li> <li>• Netscout</li> <li>• Poly</li> <li>• Ribbon</li> <li>• Symantec</li> </ul>	<ul style="list-style-type: none"> <li>• Check Point</li> <li>• Cisco / Cisco Meraki</li> <li>• Palo Alto Networks</li> </ul>
Task	Care (Embedded)	Assist	Proactive care
Discovery and advice			X
Troubleshooting	X	X	X
Healthcheck		On demand	X
Configuration support		On demand	X
Monitor and reporting			X
Change process		X	X
Reconfiguration/preservation		On demand	X
Service delivery management		If purchased	X



### Our vendor portfolio