



# **SERVICES OVERVIEW**

## BROCHURE



**INCREASE REVENUE AND CUSTOMER VALUE** WITH  
EXCLUSIVE NETWORKS PROFESSIONAL & SUPPORT SERVICES

Exclusive Networks

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# SERVICES OVERVIEW BROCHURE

**Introducing Exclusive Networks Professional & Support Services; Expert technical professional services, professional training and product support, created specifically to help you successfully deliver client projects with exceptional quality and minimal overhead.**

We understand that keeping the right mix of skilled resources ready to deploy projects across your territory is expensive. These resources are not only costly to hire, but good people are hard to retain. The ongoing need to train these teams on a wide range of solutions is both difficult to achieve and challenging to maintain. We recognise the burden carried by many Systems Integrators and Value Added Resellers due to inconsistent resource demands, where service team utilisation often veers wildly between zero chargeable days and overstretched.

Exclusive Networks Professional & Support Services is your ticket to exponential, high quality technical services capabilities. We help you by placing the right combination of experience, skills and product knowledge into your client projects as and when you need them – whether that's new, or incremental business. Trained and accredited by our vendors and seamlessly partnering with our clients, our technical teams act as a natural extension of your own.

The services are orchestrated 24/7 Support Centre in Alton, Hampshire. The result? You have the power to sell, implement and support client projects on the scale of a major 24/7 value added service and technology operation, but without the time and operating cost overhead.



## SERVICES

### PRE-SALES SUPPORT SERVICES

Skilled Pre-Sales Services can be the difference between the available scope of new business you are able to pitch for and the amount of new business that you win. Our pre-sales services are designed to complement your own sales teams with the expert product and integrated solutions knowledge you need, in order to respond to a broad range of client RFP's, close new deals and extend existing implementations in ways you may not even have considered.

Whether you need to simply answer the question "can it be done?", or looking for help creating compelling integrated product solutions, each of our commercially focussed pre-sales Engineers are the perfect mix of technical expert and business development support. Trained by vendors directly and with skills and experience gained at client locations, our teams will help you architect and price the best solution for your clients specific needs, provide demonstration capabilities and even building and delivering a proof of concept.



Pre-sales support is easy to arrange.

Simply email [UKtraining@exclusive-networks.com](mailto:UKtraining@exclusive-networks.com) for more information.

### IMPLEMENTATION SERVICES

Supplementing your in-house resources with qualified Engineers from Exclusive Networks Professional & Support Services team is the ideal way to meet your client's immediate needs.

Whether you're experiencing a resource peak and require short-term access to the skills and experience we can offer, or simply to instruct an accredited Engineer to commission a solution into service, Exclusive Networks Professional & Support Services deliver commercial value and technical accuracy. We do this in full accordance with our vendor's best practices and are well versed in complying with client's change and configuration control processes. Exclusive Networks Services are not limited to new installations, and are also available for subsequent changes, additions or upgrades to existing deployments.



Discover more about the value you'll get through our Implementation Support and Project Management service by emailing [UKtraining@exclusive-networks.com](mailto:UKtraining@exclusive-networks.com).



## HEALTH CHECKS & AUDIT

Exclusive Networks Professional & Support Services are designed to meet a wide range of client requirements; from wireless surveys to solution audits; Firewall Health Check and rule audit to IPv6 readiness assessments. These services give a crucial competitive edge to partners like you, seeking to take a leadership position with their clients.

## TRAINING

We deliver the highest standard of technical education on products and solutions in the Exclusive Networks portfolio. All courses are delivered by vendor accredited trainers with real world experience and practical insight. This provides attendees with practical capabilities as well as really good theory.

Designed to equip engineers with the skills required to understand, configure, support, troubleshoot and manage products in their care, our training programme helps you and your clients to effectively manage and support solutions.

Scheduled courses are available at Exclusive Networks training suites, on client sites or other suitable locations. Bespoke training courses can be created to meet your specific needs, or those of your client, using selected material from the vendor courseware. Both include instructor-led training and hands-on labs. Knowledge transfer sessions are also available which provide instruction and demonstration on client selected topics.\*



More information on our accredited training courses can be found at

[www.exclusive-networks.com/uk](http://www.exclusive-networks.com/uk) or by emailing [UKtraining@exclusive-networks.com](mailto:UKtraining@exclusive-networks.com).





## SUPPORT

**EXCLUSIVE NETWORKS PROFESSIONAL & SUPPORT SERVICES GIVE YOU THE POWER TO OFFER YOUR CLIENTS RESPONSIVE, EFFECTIVE PRODUCT SUPPORT 7X24X365 DEPENDING ON THE SUPPORT OPTION PURCHASED.**

### **The integrated product expertise your clients need**

The support engineering team has engineers certified on the Exclusive Network's vendor portfolio. Trained and accredited by the Exclusive Networks training team, this universal expertise ensures true solution support across each client's integrated infrastructure.

### **Managed three tier support**

Our support engineers offer expert triage, diagnostic and solution support at both Levels 1 and 2. With proactive and advanced rapid response security capabilities, as well as close ties to Level 3 vendor support, clients enjoy a seamless support experience and non-stop, proactive case management against clearly defined Service Level Agreements.

Our support centre actively responds to the needs of hundreds of major organisations 7x24x365. Each call is answered by our trained Engineers, who establish the customer support agreement in place and, if not fixed in the first instance, create the support case and prioritise for response. Exclusive Networks Professional & Support Service offering can be a natural extension to your client solutions.



More information on our support services can be found by emailing  
**[UKtraining@exclusive-networks.com](mailto:UKtraining@exclusive-networks.com)**.

**Join the growing number of Exclusive Networks' Reseller partners now buying and deploying Exclusive Networks Professional & Support Services to compliment and extend their in-house resources throughout the lifecycle of each client project.**

VARs and Resellers continue to benefit from the expert product and solutions knowledge of our Pre-sales, Implementation Services, and Project Management professionals. Educating your team and your clients through our accredited training programmes couldn't be easier - and non-stop, proactive case management against clearly defined Service Level Agreements is seamless with our managed three tier technical support services. Exclusive Networks Professional & Support Service are not only proven to increase new business opportunities, but also ensure the highest quality project outcomes.

Whatever your service need, Exclusive Networks Professional & Support Service has the right resource, at the right time, in the right place to meet all your technical needs.



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The Exclusive Network presales service enabled us to extend our product knowledge and product positioning within our customer base, they really are the experts and are great to partner with.



## SUPPORT CASE VS034063 WITH BARRING ASSET MANAGEMENT

Baring Asset Management raised a case for an issue with their dynamic routing, initially handled and triaged by Dean Drummond on 1st line who provided assistance via documentation due to the case description given. The customer used the documentation to ensure configuration was correct and a call was set up to look into this issue live after the configuration was validated. On the meeting the 1st line engineer noted the full details of the issue and as this was a complex issue escalated the case to 2nd line who on the same call gathered all the necessary information to lab offline as the engineers hadn't come across this issue before.



I was so impressed with the response I received in dealing with this call. The team spent time in the lab recreating the problem and got back to me with a solution.  
Just was so impressed with the enthusiasm from both engineers in regard to getting issue resolved.

Big thanks from me.  
Mark Griffiths  
Network Support - Baring Asset Management

Great course, very well run, instructor had advanced knowledge of the subject and was happy to answer question from beginners in the class and also advanced users'.

Aerohive ACWA Course attendee



My personal thanks to all of the Team for an excellent faultless Implementation, congratulations to all of you for a great team effort.



For more information about Exclusive Networks Professional & Support Services, please email **[UKtraining@exclusive-networks.com](mailto:UKtraining@exclusive-networks.com)**



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