



DESKSIDE SUPPORT

Respond quickly & effectively to the challenge of change.

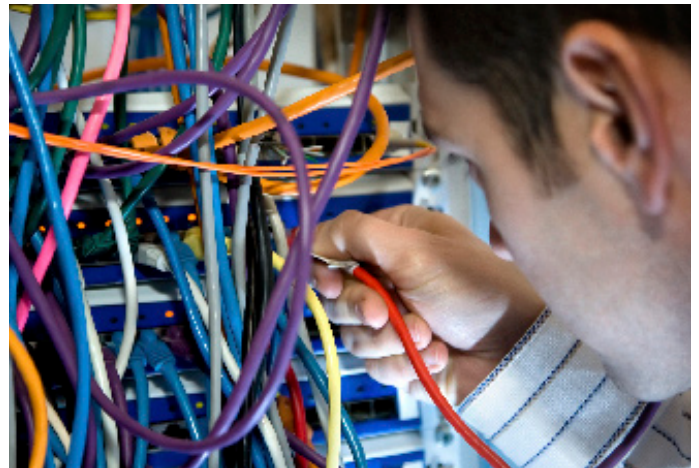
When it comes to desktop IT, rapid change is a fact of life. Day in and day out, you're confronted with changing technologies and products often in multiple countries

Often companies looking to offer infrastructure services to their customers as a standalone proposition or as part of a wider managed service contract, find themselves faced with delivering against a diverse range of new and legacy equipment, a multitude of software versions and a constantly changing environment. Maintaining the required resources and skills in-house can be both costly and difficult to manage.

The aap³ Solution

Count on aap³ to help you successfully and cost-effectively manage this constant evolution in a simpler way. We offer a range of services from "establishing the IT estate" (discovery) to expert on-site services including installations, support, move, add, change and disposal (IMACD) requests that occur throughout product or system lifecycles.

The service includes the analysis and resolution of infrastructure requests or incidents at a local site level, local continuous improvements and the deployment of technology projects at a local level in multiple countries.



aap³ Deskside Support can be delivered via tech centres for large sites and by on-site teams for smaller sites.

aap³ IMACD lifecycle services include:

- » Establishing the IT estate (discovery) for new contract take on.
- » Installation and verification of new systems as well as third-party products; deliverables may include site preparation, software loading, configuration of network parameters, user familiarization etc
- » Movement of existing equipment to new locations
- » Addition of new accessories, memory, or processor upgrades
- » Change of existing configurations due to events such as new users, data transfers, or migration to a new operating system
- » Equipment de-installation - with or without disposal of uninstalled products or systems
- » Equipment disposal via aap³ asset recovery services
- » Modular, customisable deliverables help you meet your unique business and technology requirements. Flexible packaging and pricing options help you make the most of your support dollars.

Benefits

- » Single-source solutions for saving time, trouble, and TCO
- » The aap³ IMACD solution set gives you one point of contact and accountability for diverse services that enable you to:
 - Enhance ROI with shortened time-to-productivity.
 - Cut implementation time and cost
 - Minimize disruptions during installation processes.
 - Enhance the 'supportability' of your IT solutions.
 - Streamline knowledge transfer to your technical team or end-users.
 - Enjoy the peace of mind that comes with installation and configuration by highly skilled aap³ Services professionals.

For more information, please get in touch:

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