

Topio - Local / Remote ICT Support Services

ICT Services



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.
- Addition of new accessories, memory, or processor upgrades.
- Equipment de-commissioning - with or without disposal of uninstalled products or systems.
- Equipment disposal via **aap³** asset recovery services.

“All your ICT support needs in one place”

aap³ will support your desktop services from on-site or remote locations. Our support team can integrate into your organisation and support from close proximity or they can provide assistance from a remote location, our solutions are tailored to your requirements.

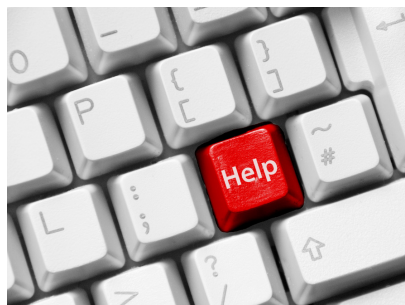
Local ICT Support

aap³ Local ICT Support deals with the on-site management of your entire desktop infrastructure. Our service includes the analysis and resolution of infrastructure requests or incidents at a local site level, continuous process improvements and the deployment of technology projects in multiple countries.

Our expert on-site service includes Installations & support, **Move, Add, Change and Disposal (IMACD)**.

Companies looking to offer infrastructure services to their customers often find themselves faced with delivering against a diverse range of new and legacy equipment, a multitude of software versions and a constantly changing environment.

The on-site lifecycle service we provide includes modular and customisable deliverables to ensure you meet your unique business and technology requirements on a continual basis.



Core Vs Context

“Core versus Context deals with the classification and management of Core tasks, tasks that deliver sustainable competitive advantage, and Context tasks, all other tasks that support your business”

See our White Paper on Core Context www.aap3.com

Remote ICT Support

aap³ Remote ICT Support will provide you with a helpdesk, and technical support remotely. The service can be accessed by phone, mail and web-portal. Virtual desktop control tools enable our expert teams to resolve most incidents from one of our service centres without the need to send a technician onsite.

The **aap³ IMACD** solution set gives you one point of contact and accountability for diverse services that:

- Facilitates shortening times for productivity during ICT projects.
- Cuts project 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.
- Provides peace of mind that comes with installation and configuration by highly skilled **aap³** services professionals.

A major advantage to using **aap³** Desk-Side & Remote ICT Support Services is our fully **integrated solutions offerings**. Not only do we provide continual support, but we also consult, design and install full ICT infrastructures via our Network, Voice & Data Services.

Our engineers are experts in installation and support for all our ICT solutions, including Network & Application Discovery, Data Centre Hosting, Telepresence and Video Conferencing, VOIP Phone Systems, WLAN Installations, Routing and Switching Solutions.

The power to have an ICT vendor deliver, install and support a full end-to-end outsourcing solution and provide a flexible engineering resource can be a key tool for business improvement and allows you to focus on your core business critical tasks whilst we deliver your context tasks.

Our range of products can be used standalone or combined to generate the most effective solution package to meet your ICT Engineering and Services demands