



The Technology Procurement Specialists

# IT SUPPORT SERVICES



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**7TECH**  
THE TECHNOLOGY PROCUREMENT SPECIALISTS



**10000+**  
GLOBAL  
CUSTOMERS

**900+**  
EMPLOYEES  
GLOBALLY

**96%**  
CUSTOMER  
SATISFACTION

**132**  
STOCKING  
LOCATIONS

**100+**  
SUPPORTED  
COUNTRIES

### Our Services

In addition to our core data centre hardware support and maintenance services, including break-fix hardware support, we can provide you with a wide range of services including:

- Whole Lifecycle Support Services
- Warranty Upgrades
- Post-Warranty Support
- End of Service Life (EOSL)
- IT Asset Disposal (ITAD)
- Storage Health Audit
- Engineering and Professional Services
- Enhanced Operating System Support



As an IT reseller of professional and progressive technology services it is our commitment to give our clients the very best available. Our partner is a global leader in providing the most advanced support services for data centre hardware, storage, server and networking equipment for all leading OEMs.

## Who are 7Tech and what is MaintenancePro?

Who are 7Tech and what is MaintenancePro? 7Tech continually strives to provide customers with the very best technology solutions, including the means to provide cost effective support for complete technology infrastructures. The quality of our partnerships as a reseller are paramount, and we only recommend the very best to our clients. Our partner has been trading globally for more than two decades, supporting over 10,000 customers

across 100+ countries ranging from Fortune 500 companies to Government, Higher Education and Healthcare. This provides a correlation with our own blue chip client base which includes sectors such as Insurance, Legal, Manufacturing and Finance.

Our customers are global businesses, so our work has included the installation and commissioning of new technology in many countries around the world.

### Service

Our service commitment to customers is to maximise the efficiency of their IT infrastructure, ensuring uptime is top priority. Our partnerships provide a responsive and collaborative service delivered through engineering excellence.

### Delivery

Our global operations centre is manned 24x7x365 and is on hand to provide a proactive and comprehensive service, committed to delivering the very best responsive mechanism. Immediate incident escalation, and direct access to Level 3 engineers.

### Logistics

A global network of 149,000 parts available across 132 stocking locations, stored regionally, locally and on site. Fast distribution with direct access to field engineers who will deliver OEM experience for your data centre needs.

### Operations

Cost containment initiatives offering advantages with simplified contracts and OEM consolidation. Clear, organised invoicing and flexible service level agreements enabling the adding or removal of equipment when required.

## Supported OEMs

We can provide you with data centre hardware support and maintenance and other associated services for a wide range of models including but not restricted to the OEMs listed adjacent:

BROCADE®

BULL®

CISCO™

DELL™

EMC®

FUJITSU®

HITACHI  
Inspire the Next®

Hewlett Packard®  
Enterprise

IBM®

JUNIPER®  
networks

Lenovo™

NetApp™

overland  
storage

Sun®  
ORACLE

SUPERMICR®

## Whole Lifecycle Support Services

Our complete range of Whole Lifecycle Support Services incorporate Warranty Upgrades, Post-Warranty Support and End of Service Life (EOSL) support services for your data centre hardware equipment. Our Whole Lifecycle Support Services can save you up to 60% on the support and maintenance costs of your data centre hardware equipment, throughout its entire lifecycle.

### Warranty Upgrades

We can offer warranty upgrades to the manufacturer's base warranty for your new server and commodity storage systems, providing you with on-site support with a full range of SLA options.

We offer flexible terms for up to the full period of the base warranty and beyond, enabling you to purchase the support you actually need, which helps reduce your costs and prevents you from being locked-in with support which you may not actually use.

Our support packages are available for most of the popular servers in blade, rack and tower configurations, and a wide range of commodity storage systems from the leading manufacturers.

### Post-Warranty Support

Should you require further post-warranty support on your existing data centre hardware, we can provide you with post-warranty support after your initial maintenance and support agreement comes to an end with the hardware manufacturer, saving you up to 60% when compared with pricing from the OEM.

## End of Service Life (EOSL)

With our End of Service Life (EOSL) support, you can keep your data centre hardware supported for as long as you wish to keep it. We can support and maintain your data centre hardware beyond the published EOSL date declared by the OEM. Our EOSL support service ensures that you can keep your data centre hardware running for longer, enabling you to get the maximum return on your original hardware investment.

### IT Asset Disposal (ITAD)

We can provide you with a complete service for the safe, ethical disposal of your data centre hardware equipment. We can help properly decommission your data centre hardware assets securely and responsibly, and reduce downtime with our IT Asset Disposal (ITAD) services. Our ITAD services will ensure that we take care of all the tasks involved in decommissioning and disposing of your data centre hardware assets.

### Storage Health Audit (EMEA region only)

Your SAN/NAS is a vital component of your data centre infrastructure, whether it is storing your email and purchase orders, or is simply at the heart of your virtual environment. A regular audit of your storage hardware system is essential so you can be confident that it is operating at the optimum performance, with full resiliency.

We recommend giving your storage array an annual health audit and with our Storage Health Audit service, we will review your current SAN/NAS infrastructure.

## Engineering & Professional Services

Our range of engineering and professional services have been specifically designed to add expertise and value to our customers, who may benefit from additional IT expertise to complement their existing IT teams, or as an outsourced IT resource.

We can help you deploy, upgrade, reposition or move data centre infrastructure from simple 'racking and stacking' to complex consultancy, planning, implementation, installation, configuration, training and knowledge transfer.


## Enhanced Operating System Support

To complement our storage, server and networking hardware support and maintenance services, we can provide you with Enhanced Operating System Support to cover the software used to operate and manage your hardware.

Our service provides access via telephone, email and remote session (subject to availability) to our team of highly experienced and knowledgeable engineers, many of whom are manufacturer trained. We offer practical, 'real-world' support for management software usage, best practice configuration and software troubleshooting.

## Our Service Levels

Your test and production environments, platform mix and data centre needs continue to vary, which is why we can customise a maintenance programme to meet your needs. We will adjust service levels or add and delete equipment from your contract at any time. With our service level agreements, you'll gain access to our experienced field service and Level 3 engineers across the globe.

	24 x 7 x 4	9 x 5 x NBD
SUPPORT	24 hours a day 7 days a week	Next Business Day
CONTACT	24 hours a day 7 days a week	Next Business Day
TIMING	Field engineer on-site (if required) within 4 hours after customer contact	Field engineer on-site (if required) the following business day after customer contact

Together with our service partner, 7Tech are proud to be able to provide you with exceptional levels of hardware support and maintenance services globally for your data centre infrastructure.



# EMC & DELL Technology Support

## EMC SUPPORT:

### Models:

- Celerra NS
- CLARiiON CX3
- CLARiiON CX4
- CLARiiON AX4
- Isilon
- VMAX
- VNX
- VNXe
- RecoverPoint
- Legacy Centera
- Legacy Data Domain
- Legacy Symmetrix ranges up to and including DMX4

## DELL SUPPORT:

### Storage:

- Dell/EMC CLARiiON AX, CX, CX3, CX4 and Celerra NS
- EqualLogic
- Compellent
- PowerVault
- PowerVault Tape Libraries, Single Drives and Enclosures
- Dell Storage Infrastructure – Brocade, Cisco Fabric Emulex, PowerConnect, QLogic

### Servers:

- PowerEdge Rack, Tower and Blade Servers

### Networking:

- PowerConnect, Dell Networking

With new EMC and DELL technology coming online regularly, we are constantly reviewing and supporting a wider range of equipment. If you don't see specific kit on the list, please contact us for the latest EMC & DELL product range support list.

## EXTENDED SERVICES:

- ☐ Post-warranty support
- ☐ End Of Service Life (EOSL)
- ☐ Storage health audit
- ☐ IT Asset Disposal (ITAD)
- ☐ Enhanced operating system support
- ☐ Engineering and professional services

## EXTENDED SERVICES:

- ☐ Warranty upgrade support for poweredge and commodity storage
- ☐ Post-warranty support
- ☐ End Of Service Life (EOSL)
- ☐ Storage health audit
- ☐ IT Asset Disposal (ITAD)
- ☐ Enhanced operating system support
- ☐ Engineering and professional services



# HP & IBM Technology Support

## HP SUPPORT:

### Storage:

- 3PAR
- EVA
- LeftHand/StoreVirtual
- MSA
- StoreEasy
- StorageWorks Disk Enclosures
- Back Up – ESL, MSL, Autoloader, VTL, D2D, Single Drives & Enclosures
- HP Storage Infrastructure (Networking and Fabric) - HP, Brocade, Cisco, Emulex & QLogic

### Servers:

- DEC AlphaServer
- HP 9000 – A-class to V-class & rp24XX to rp84XX
- Integrity – Systems and Blades
- ProLiant – Rack (DL), Tower (ML) and Blades (BL)

### Networking:

- ProCurve

## IBM SUPPORT:

### Storage:

- DCS Series
- DS Series (FAStT)
- EXP direct attach
- N-Series
- Storwize Family
- Back Up – TotalStorage (TS) Libraries, Single Drives & Enclosures
- IBM storage infrastructure – Brocade, Cisco Fabric Emulex, IBM & QLogic

### Servers:

- BladeCenter Series (including Lenovo Systems)
- System p, pSeries, RS6000
- System x, xSeries, Netfinity (including Lenovo Systems)
- System z, zSeries
- XIV

**With new HP and IBM technology coming online regularly, we are constantly reviewing and supporting a wider range of equipment. If you don't see specific kit on the list, please contact us for the latest HP & IBM product range support list.**

## EXTENDED SERVICES:

- ☐ Warranty upgrade support for HP ProLiant
- ☐ Post-warranty support
- ☐ End Of Service Life (EOSL)
- ☐ Storage health audit
- ☐ IT Asset Disposal (ITAD)
- ☐ Enhanced operating system support
- ☐ Engineering and professional services

## EXTENDED SERVICES:

- ☐ Warranty upgrade support for IBM System x
- ☐ Post-warranty support
- ☐ End Of Service Life (EOSL)
- ☐ Storage health audit
- ☐ IT Asset Disposal (ITAD)
- ☐ Enhanced operating system support
- ☐ Engineering and professional services





# NETAPP & CISCO Technology Support

## NETAPP SUPPORT:

### Storage:

- FAS200
- FAS900
- FAS2000
- FAS2100
- FAS2500
- FAS3000
- FAS6000
- FAS8000
- E-Series
- F-Series
- V-Series
- Flash Array Storage

## CISCO SUPPORT:

### Blade B Models:

- UCS B440 (M1 & M2)
- UCS B250 (M1 & M2)
- UCS B230 (M1)
- UCS B220 (M1 M2 & M3)

### Blade C Models:

- UCS C460 (M1, M2, & M3)
- UCS C250 (M1 & M2)
- UCS C220 (M1, M2, & M3)
- UCS C22 (M3)
- UCS C24 (M3)
- UCS C210 (M1 & M2)
- UCS C200 (M1 & M2)
- UCS C240 (M3)

### Switches:

- CATALYST
- NEXUS
- MDS

### Firewalls:

- PIX
- ASA

### Servers:

- Cisco MCS
- Cisco UCS

With new NETAPP and CISCO technology coming online regularly, we are constantly reviewing and supporting a wider range of equipment. If you don't see specific kit on the list, please contact us for the latest NETAPP & CISCO product range support list.

## EXTENDED SERVICES:

- ☐ Post-warranty support
- ☐ End Of Service Life (EOSL)
- ☐ Storage health audit
- ☐ IT Asset Disposal (ITAD)
- ☐ Enhanced operating system support
- ☐ Engineering and professional services

## EXTENDED SERVICES:

- ☐ TAC Support
- ☐ Onsite & Advanced Hardware Replacements SLAs
- ☐ Spare Parts
- ☐ Refurbishment Hardware & Installation
- ☐ IT Asset Disposal
- ☐ Relocation



## BENEFITS OF POST-WARRANTY SUPPORT

When buying hardware, you often enter into a maintenance support agreement with the equipment manufacturer in the form of the purchase of a warranty upgrade or extension. After this initial maintenance support agreement ends you may wish to get further post-warranty support on your existing hardware.

- You can save up to 60% off post-warranty support when compared with like-for-like pricing from the OEM
- Support for a range of leading vendors including but not restricted to; Brocade, Bull, Cisco, Dell, EMC, Fujitsu, Hitachi, HP, IBM, Juniper, Lenovo, NetApp, Overland Storage, Sun/Oracle and Supermicro
- Provide you with a fully bespoke premier service with a range of SLA options to suit your requirements, which can include an on-site spares cache
- Work with you to 'bank' any available IP such as firmware, patches and updates from the OEM
- Provide you with dedicated site engineers and account managers as standard
- Offer flexible, simple contract and payment terms
- Provide you with Digital Media Retention (DMR) as standard
- Provide you with Telephone Advice and Guidance (TAG) and Operating System (OS) support options

## 'END OF SERVICE LIFE' PROPOSITION

Manufacturers are very quick to promote their latest hardware to customers. They often consider that hardware reaches its 'End-of-Service-Life' (EOSL) as early as five years after purchase, and may not commit to ongoing support. Renewal could mean a significant capital expenditure, so why take on that expenditure if you are happy with the performance of your current equipment?

- Significant savings – save up to 60% off your EOSL support and maintenance bill when compared with like-for-like pricing from the OEM, whose support is being withdrawn
- Support for a range of leading vendors including but not restricted to; Brocade, Bull, Cisco, Dell, EMC, Fujitsu, Hitachi, HP, IBM, Juniper, Lenovo, NetApp, Overland Storage, Sun/Oracle and Supermicro
- A fully bespoke service with a range of SLA options to suit your requirements, which can include an on-site spares cache
- The service provides you with dedicated site engineers and account managers as standard
- Flexible, simple contract and payment terms
- Provision of Digital Media Retention (DMR) as standard
- Provision of Telephone Advice and Guidance (TAG) and Operating System (OS) support options
- Support across multiple locations, globally

## TELEPHONE ADVICE AND GUIDANCE (TAG) SUPPORT FOR EMC VNX ARRAYS

### UNISPHERE BLOCK:

#### Basic configuration & troubleshooting:

- PStorage Pool/RAID group and LUN configuration best practices
- FAST Cache configuration and best practices
- Host connectivity (FCP and iSCSI), registration and failover settings
- Presentation of configured storage to hosts
- Basic system configuration best practices including read/write cache settings, hot spare policies

#### Advanced configuration & troubleshooting:

- RAID restructuring and LUN migration advice and guidance
- FAST VP/Storage Tiering configuration advice
- MirrorView Asynchronous/Synchronous configuration and troubleshooting assistance
- SnapView configuration and troubleshooting assistance
- SANCOPY configuration and troubleshooting assistance

### UNISPHERE FILE:

#### Basic configuration & troubleshooting:

- CIFS/NFS and iSCSI LUN configuration best practices and troubleshooting
- VDM configuration and best practices and troubleshooting
- Quotas configuration best practices troubleshooting
- Networking configuration best practices and troubleshooting
- Automatic Volume Management (AVM) configuration and troubleshooting
- Checkpoint creation, management and troubleshooting

#### Advanced configuration & troubleshooting:

- Replicator configuration and troubleshooting
- Usermapper configuration and troubleshooting
- DART upgrade and compatibility advice and assistance

#### Alert monitoring

#### Patch & update availability



## TELEPHONE ADVICE AND GUIDANCE (TAG) SUPPORT FOR NETAPP FAS STORAGE

### Basic configuration & troubleshooting:

- Aggregate/Volume/QTree
- High Availability
- Network
- CIFS share
- NFS export
- LUN (FCP or iSCSI)

### Advanced configuration & troubleshooting:

- MultiStore
- SnapMirror
- SnapVault
- FlexClone operations
- SnapLock operations
- Deduplication
- Data Ontap upgrade assistance
- Disk/Shelf/System Firmware upgrade assistance

### Software support & troubleshooting:

- Aggregate/Volume/QTree
- Snapshot
- Network
- CIFS share
- LUN (FCP or iSCSI)
- MultiStore
- SnapMirror
- SnapVault
- FlexClone
- SnapLock
- Deduplication

### Alert monitoring

### Patch & update availability



# 7TECH

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