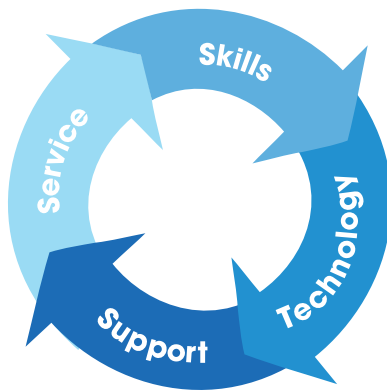


# The 360 Difference



*HiberniaEvros has been setting the standard in IT support and services for over 20 years. Other providers have traditionally offered a limited range of services based on what they can deliver easily. With the introduction of 360, HiberniaEvros has redefined how Managed Services should be delivered; through a tailored service designed around your real needs. 360 is the first truly complete Managed Services solution on the market; covering all angles with methodical precision.*

## The Service you need

We take the time to discover your real pain points starting with an on-site IT audit of your existing IT Infrastructure and support mechanisms.



## LISTEN

The most important aspect is to listen to the customer. Then we explore the possible pain points and see where we can bring value.



## UNDERSTAND

Once we understand how you operate, end-user, management and customer needs, we develop a solution that fits.



## DEVELOP

No two solutions are alike. We tailor the service and build a solution that is seamless in its integration with existing operations and brings value to your business.

## The Support you need

Our fully manned 24/7 state-of-the-art Network Operations Centre (NOC) proactively identifies issues before they become problems for you. Quick on-site support is guaranteed through our nationwide team of engineers.

## The Skills you need

We invest heavily in training to ensure all our staff achieve and maintain enterprise-level technical accreditations, so you can be sure they have the skills you need. Working with our extensive range of customers ensures that our staff also have the necessary real-world experience to make a real difference.

## The Technology you need

Our close relationships with the leading global IT vendors ensure we provide you with access to the best-of-breed technology you need. Unique to HiberniaEvros is our fully owned built and supported Cloud based offering, Digital Planet.



# Keeping your environment running

## Level 1

MCSE certified engineers resolve typical, every day issues such as password resets, application access etc.

## Level 2

Senior system administrators resolve complex infrastructure related issues such as unavailable servers, crashed databases etc.

## Level 3

All escalated or technology specific complex issues, such as underlying issues causing on-going problems are referred to our senior solution architects.

*End-user support is at the heart of best practice IT service provision. 360 provides a permanently manned, ITIL-conformant service desk.*

*Our team of certified and exceptionally skilled support engineers deliver first class support. Your infrastructure must be up and running 24x7, anytime and from anywhere.*

IT is important you protect the physical systems, the operating environments, and the applications - across all tiers of your infrastructure. We already deliver a range of services to the highest standards with most issues identified and resolved before they become a real problem for your business. If they do, 360 customers have peace of mind knowing they benefit from our ability to deliver:

### Break/Fix and Warranty Delivery

Our nationwide network of service engineers will be dispatched to repair or replace covered equipment. We can include warranty-based support on a wide variety of products.

### Patch Management and Updates

Vendors frequently release patches and software updates. We will notify you when new upgrades or patches are released and plan their implementation to meet operational requirements.

### Data Back-Up, Test and Restore

For peace of mind it is critical that your backup regime is regularly tested to ensure that it will work when you really need it to. At agreed intervals, we will perform backups, test their validity, and then restore them to confirm that all data is recoverable.

### Security Services

We can provide experts that will assess your infrastructure to ensure that you are protected. Only authorised users have appropriate access rights.

### Monitoring IT Environments

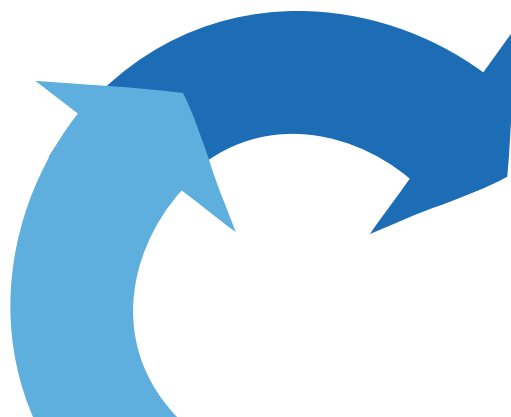
We can usually spot problems before they occur, preventing costly disruptions to your business.

### E-Mail Management

MiMail is a fully managed email filtering service that checks all emails coming into your organisation for spam, viruses, phishing, Trojans, and worms.

### Remote & On Site Troubleshooting of systems

Most issues can be resolved remotely but we also work onsite as required.



## Completing the Service Delivery Circle

HiberniaEvros is, and will always be, focused on two key deliverables; engineering experience and customer service excellence. The founders of the company were engineers who wanted to deliver the best technology solutions to the market. The 360 collaborative service-designed approach is focused on delivering exactly the service you need. You may want us to be responsible for only some aspects of your IT provision, or you may want to outsource it entirely. Whatever is best for you and your business, we will work with your team to determine exact levels of responsibility and build an IT roadmap to future-proof your environment.

## IT Designed with you in mind

*IT should be designed to make business easier – not more difficult. Over-worked staff, inadequate procedures, and failure to deploy technology to its best advantage stifle the agility of your business. Whatever the cause of your IT issues, 360 can help. These damaging issues will most likely sound familiar to you;*

- You have Infrastructure reliability issues
- You need out of hours support but do not have the staff
- You have an issues list that is only getting longer
- Internal SLAs are not met regularly
- You experience downtime that is costing the business money
- End users are getting increasingly frustrated with support related issues
- You have difficulty getting projects started due to lack of resources or time
- Your environment is being managed reactively and not proactively.
- A lack of technology skill sets to support your environment
- The need to talk to a Technology Specialist



## More than Managed Services

360 is about more than just Managed Services. We can incorporate products and services from across the entire HiberniaEvros Technology Group. These include Cloud services from Digital Planet with their own in-house designed and managed Cloud environment, resourcing solutions from our Technical Staffing Services division, Managed Print Services from our dedicated team of experts and access to the widest range of product supply and procurement options.



## Partner Support

Working closely with the leading technology vendors ensures we have the skills to deliver the highest levels of technical service to our clients. We continue to invest time and resources into maintaining and improving these partnerships;

 <p><b>2012 Preferred</b> <b>hp</b> <b>Partner</b></p>	<p>We are proud to enter the 24th year of our relationship with HP as Gold Preferred Partner and are uniquely skilled in the areas of storage, data protection and data availability.</p>	 <p><b>EMC<sup>2</sup></b> <b>VELOCITY<sup>2</sup> AFFILIATE PARTNER</b></p>	<p>We are an EMC Velocity Affiliate Partner focused on helping IT departments to store, manage, protect their most valuable asset - information - in a more agile, trusted and cost-efficient way.</p>
 <p><b>Microsoft Partner</b></p>	<p>In the elite group of Microsoft Gold Partners; excellent implementation capabilities, and also uniquely positioned to support our clients in all levels of licensing compliance, management and reporting.</p>	 <p><b>CITRIX<sup>®</sup></b> <b>PARTNER</b> Silver Solution Advisor</p>	<p>Citrix Silver Solution Advisor: simplifying information access for everyone in their organisation, providing higher productivity, lower costs, more control and greater business agility.</p>
 <p><b>vmware<sup>®</sup></b> <b>PARTNER</b> PREMIER SOLUTION PROVIDER</p>	<p>Premier Solution Provider; with VMware we provide flexibility and competitiveness in our four key competencies; Infrastructure Virtualisation, Business Continuity, Desktop Virtualisation and Virtualisation Management.</p>	 <p><b>CISCO<sup>™</sup></b> <b>PARTNER</b> Premier Certified</p>	<p>Premier Certified Cisco Partner: delivering networking solutions future-proofed and designed to provide a seamless communications experience, between employees, customers, and suppliers.</p>
 <p><b>Symantec<sup>®</sup></b> Gold Partner</p>	<p>Symantec Gold Partner; focused on safe guarding all interactions in your business, we specialise in Storage Software, Back-Up, Secure Content Management, and archiving where Symantec is recognised by IDC as the world's leading hardware-independent provider.</p>	 <p><b>xerox</b></p>	<p>Xerox: the only IT corporate reseller in Ireland, we deliver lower print and copy costs, reduced IT support and increased office productivity across multiple print platforms and manufacturers.</p>
 <p><b>Apple</b> Authorised Reseller</p>	<p>We are a Fully Authorised Apple reseller uniquely positioned to leverage our managed services skill set to best integrate Apple technologies into your business.</p>	 <p><b>DigitalPlanet</b></p>	<p>Digital Planet: Enterprise Cloud solution-centre of excellence, delivering the most reliable and secure end-to-end Infrastructure as a Service (IaaS) and Computing on Demand solution suite on public and private cloud platforms.</p>

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