



Maintenance and Troubleshooting

Increasing the availability of services provided by your communication and system infrastructure is a guarantee that your information will be available whenever you need it.

Maintenance and Troubleshooting

Making your environment more transparent – your service level agreements as well as information about troubleshooting that was provided in the past will give you everything you need in order to have total control over the way your problem is being solved. In addition to that, it will help you plan your ICT investments more effectively.

A brief summary of the service key features

The primary goal of this service is to provide you with immediate help whenever you have problems with your information and communication systems and to make these systems fully functional within the time defined in the service level agreement (SLA). At any time (7/24/365) you will thus have all the support you need (human resources, know-how, experience as well as spare parts) in order to solve problems in your ICT environment. The maintenance and troubleshooting service has a guaranteed SLA and is provided everywhere in the Czech Republic and Slovakia.

ANECT's "Maintenance and Troubleshooting" service is rendered by teams of experienced specialists who are available to you 24 hours a day, 7 days a week. They have the highest certifications for several technology areas and are able to take care of these areas simultaneously, which is what sets ANECT apart from other companies providing similar maintenance and troubleshooting services.

In addition to that, by opting for this service you will also gain access to our advanced tool for problem reporting (ServiceDesk), and have your non-functioning HW/SW repaired or replaced on site or via remote access, as we provide spare parts from our storage rooms located in Prague, Brno and Bratislava.

In order to be able to address your specific requirements as much as possible we offer this service in a number of different ways. You can choose from several SLA options, and find a perfect match to your business needs.

For instance, a 4-hour SLA 7/24 means that the service will be rendered 7 days a week, 24 hours a day, and that the name of the problem solver must be announced to the customer no later than 1 hour after customer's request for problem solving. The problem as such must be solved within 4 hours after the request for maintenance or troubleshooting was confirmed by e-mail or fax.

The service covers the following areas:

- Communication infrastructure maintenance and troubleshooting

(switching, routing, WiFi, IP Telephony, videoconferencing)

- System infrastructure maintenance and troubleshooting (network services, firewalls, antivirus, antispam, e-mail services, operating systems, backup systems, IP call centers)

The key components of the service:

ANECT offers a wide range of maintenance and troubleshooting activities. Some problems have to be fixed directly "on site", whereas other issues can be easily dealt with via remote access. Our technology experts (problem solvers) have many advanced certificates, which allow them to perform a wide variety of maintenance and troubleshooting activities.

We have a team of experts for each of the following areas:

- Switching and routing
- Call Centers and SoftSwitches
- Services over UNIX OS
- Services over Microsoft OS
- Security solutions
- IS Management and Administration



ANECT a.s. provides innovative solutions built on an integrated ICT infrastructure. Our Account Managers are ready to answer any of your questions concerning this particular service by phone +420 271 100 100 or e-mail: anect@anect.com. Let's find a solution to your operations services together!

Why is ANECT a.s. a suitable provider?

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In what ways can the service be provided?

- As a service (provided 5/8 or 7/24 or with the following SLAs: 2h, 4h, 6h, 8h, 24h or Next Business Day)

What are the main benefits for the client?

- With our definite time limits within which we guarantee solving the problem and which increase the availability of services provided by your communication and system infrastructure, you can be sure that the information saved in your

information systems will be always totally available, and you will thus be able to focus fully on your key business activities

- With our professional troubleshooting you can avoid re-occurring problems caused by HW or SW failures and thus protect your investments

- Making your environment more transparent – your service level agreements as well as information about troubleshooting that was provided in the past (on-line reports in ServiceDesk) will give you everything you need in order to have total control over the way your problem is being solved. In addition to that, you will be able to plan your ICT investments more effectively

Company profile

ANECT a.s. is a leading provider of professional solutions in information and communication technologies. Since the very beginning, we have specialized in delivering complex communication systems and multiprotocol computer networks for medium-sized and large customers.

Our team of experienced professionals will maximize your IT investments by identifying and optimizing those of your communication and information technologies that are crucial for realizing your business strategy and vision.

With the products and services from our portfolio we can always bring you a solution that works well both for you and your customers. We offer products and services in ICT management, auditing and consulting, data centers, voice-video-messaging, ICT infrastructure, ICT operation management, security and business processes integration.

In order to deliver solutions of outstanding quality, we always use reliable, time-tested project management methodologies. Our competitive edge is based on developing innovative IT solutions built on an integrated ICT infrastructure.

Customers

We believe that our success is inextricably linked to the achievements and success of our customers. We render a variety of services to clients from all countries of Central Europe. We have delivered IT solutions to many government and public service organizations as well as to a number of market leaders in networking, financial and telecommunication services, industry, media and other services.

Among ANECT's customers, there are companies and organizations such as:

Allianz pojišťovna, a.s.	Ministry of Finance CR
AVG Technologies CZ, s.r.o.	Ministry of Culture CR
Czech Television	Ministry of Defence CR
The Czech Social Security Administration	Ministry of Labour and Social Affairs CR
Česká pojišťovna a.s.	Ministry of Agriculture CR
Česká spořitelna, a.s.	Národní banka Slovenska
ČEZ, a. s.	Národní památkový ústav
DHL Information Services (Europe) s.r.o.	Raiffeisenbank a.s. T-Mobile Slovensko, a.s.
GE Money Bank, a.s.	Office of the Government Representation in Property Affairs CR
GTS NOVERA s.r.o.	Volksbank CZ, a.s.
PPF/Home Credit Group	and many others
KIA Motors Slovakia s.r.o.	
Komerční banka, a.s.	
Kooperativa pojišťovna, a.s.	

We consider our customers' satisfaction to be the synonym of high quality of our work. We systematically measure and assess our customers' satisfaction and react swiftly to their needs and requests.

Partners

In order to provide our clients with complex services of outstanding quality, we have chosen the most reliable partners. ANECT a.s. has achieved the highest certification level at a number of world leading companies.

ANECT is a Cisco Gold Partner, Microsoft Gold Partner, CheckPoint Gold Partner, Symantec Platinum Partner, Sun Associate Partner, Citrix Silver Partner, CA Value Added Reseller Premier, AudioCodes Channel Partner, 2Ring Advanced TAS Partner, Hewlett-Packard Preferred Partner, VMware VIP Enterprise Partner, TrendMicro Affiniti plus Partner and IBM Advanced Partner.

Company Mission

By careful monitoring of new trends and promising technologies, high proficiency of our specialists and the experience that we have gathered over the years in the market, we achieve a unique integration of ICT with our client's business. We always carefully analyze our customer's environment and integrate the proposed solution into the existing diversified infrastructure. We take pride in the quality of our solutions which has earned us our customers' trust. We value long-term relationships and provide technical support to the solutions that we have implemented as well as work on their further development.

ANECT a.s. has been active in the market since 1993 and at the moment has over 200 employees. The offices are located in Prague, Brno, Plzeň and Bratislava.

Our Vision

„In the Central European market, ANECT a.s. is a preferred provider of innovative solutions built on an integrated ICT infrastructure, enhancing customers' competitiveness and developed for the purposes of large organizations, the success of which is determined by the way and extent of using information and communication technologies.“

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