
Support Services

More information

Please contact Keltec for additional information about the **Keltec Support Services**, or to request a quote for your business:

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Keltec Support Services offer integrated hardware and software support to help you maintain a robust, stable, flexible IT environment that enhances your business agility. They encompass today's most popular products, including HP, Sun & IBMs well as mobile technology, network devices, desktops, printers, storage solutions, management software, and more.

All Keltec Support Services give you a single point of contact with multi-vendor, multi-technology and global delivery capabilities; single-point-of-contact problem diagnosis and resolution; advanced remote monitoring and proven support with contract management based on IT best practices.

Choose the service level that suits your specific requirements.

Keltec can help you identify the support services offering that fits your business and technology goals and work closely with your key people to help you get the most from your investment in IT. Keltec can deliver consolidated support agreements, partnering with multiple vendors, to deliver tailored support solutions 24x7.

Keltec Support Services

- **High availability** – custom services to help you achieve your strategic business goals and fulfill your most demanding service-level commitments through continual service-quality improvements.
- **Critical service** – comprehensive preventive services and super-responsive support to maximise availability and minimise downtime risk exposure in mission-critical environments.
- **Proactive service** – collaborate with Keltec services professionals to improve operational effectiveness, performance, and stability through joint services planning and 24x7 hardware/software support.
- **Keltec service desk** – all calls can be logged through the Keltec Service Desk providing a single point of call logging with full event monitoring and management ensuring that all SLA's are achieved.
- **Keltec contract and account management** – we will provide best in class Account Management to ensure you have the optimum support services for your business. Our tailored account management program includes service delivery reviews, contract reviews, and new service briefings.

Keltec Portal

Keltec offers customers a secure Internet portal giving complete visibility of your IT support contracts. This secure portal allows the user to view all service contracts for ease of management and to manage the renewals process in an effective manner.