



// Your advice and support saved us time and money. Partner, OM Consultants Limited //



// We find Servers Direct to be proactive, positive and cooperative in terms of both their management of our network and their support of our ERP system. Chief Executive, STRAIGHT plc //

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THE SERVER SPECIALISTS

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Servers Direct offer a range of services designed to make it straightforward for you to quickly and easily get your network server installed and running. Using the newest technology, fully equipped operations centre and qualified field engineers we provide nationwide cover.

Price is the key

By focussing on Microsoft based operating systems we can help you, we keep our skills high and costs lean so we can offer you the best value in the UK. Your server is at the centre of the business' IT network and is therefore crucial for day-to-day and long-term success. Our services are aimed directly at your businesses; businesses that require a speedy and cost-effective server specialist who can provide a product only or fully managed, installed and maintained service. This means you'll benefit from low costs, high level service delivery, less downtime and improved service levels. We have supplied over 3,000 servers, making us one of the leading independent IT companies in the UK. Our highly efficient national operation means we can support any Microsoft based Server network. From a single server through to a 100+ farm, we have the support contract to keep your business running at the lowest price.

Going for Gold!

In the IT industry there are certain marks of quality. Our engineers are qualified to both Microsoft Gold and HP Gold standard, guaranteeing you the very latest in training and understanding from the people you rely on to keep your IT running. Only 15% of our market can claim these standards, underpinning our commitment to delivering you with the best possible knowledge and advice.

Plan for the future

If you want to take advantage of our free audit or if you have a specific IT challenge you need answers to:-

call us today on **0845 567 098**
or visit www.serversdirect.co.uk

Our Services & Support

It's not generally the big things that cause people lost time, it's the day-to-day niggles; "my email's aren't working!" "I can't login from home" "The anti-virus is out of date" - these are all simple issues but missing that vital email from one of your clients or losing data because of a virus are a few of many major concerns that you face. Using our monitoring service, we'll keep an eye on your network 24/7 and make sure technical issues are resolved, often before you suffer any downtime. Our services and support will deal with these types of challenges and many more besides.

Always on-site with you

We have invested in the best management tools available. Through our remote access we'll always be with you. Our engineers can even diagnose a 'hung' server remotely and 'watch' the messages as it boots up. This offers you a superfast response to all issues. The minute an issue is spotted, our engineers connect, diagnose and resolve, even if it looks like it's crashed to you. This new technology saves you downtime and money. This way, if it's a hardware issue, when we arrive on-site we'll have the replacement part with us.



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Key Services

- Free discovery Audit
- Free Network Design Service
- Server configuration prior to shipping
- Pre-installation and patching of OS
- Remote configuration of OS
- Full remote monitoring of servers and devices
- Full on-site support of network and clients

Free Discovery Audit

We understand that the Server is the heart of your business IT infrastructure. The server ensures that your business has efficient access to all business applications, checks and delivers emails, enables mobility and remote working. A dedicated Microsoft Gold and HP Gold engineer will take you through a free discovery audit and look at your business needs and work with you to ensure that all your immediate and future requirements are catered for.

Free Network Design Service

You may wish to use our free design service then configure your equipment onsite. This provides a highly cost-effective way to ensure that you make the right choice for your business while using the skills of your in-house technical support team.

Server configuration prior to shipping

To avoid 3-4 hours of onsite time we can have your new server configured and tested before shipping. This ensures all the correct elements are fully installed and working - no DOAs! Saving you time and speeding up the installation for you.

Pre-installation and patching of OS

Another time saving, cost effective service we offer is the pre-installing and patching of the operating system. This could take you several hours to do on-site and therefore reduces unproductive time while installing the new server.

Full remote monitoring

We can monitor your server on a 24hour basis ensuring you have an almost immediate response to any issues that arise. Part of this includes monitoring your CPU & hard drive usage allowing us to spot the early warning signs of when your server is reaching capacity. We believe the remote support service provides you with 100% cover. Even if it looks like your server has 'hung' - we can see every message from the server and remotely reboot it back to operation without the delay of getting to site. Our remote engineers can connect into any part of your server to diagnose, remedy and repair. They can also help you daily by creating new users for you, change security, setup new applications and monitor all your clients and devices.

Full on-site support

Our always-on monitoring gives you local support 24 hours a day. For hardware failure we'll be there in the agreed times (typically 4 hours) to change the part. We also offer a full range of on-site engineering support ranging from break-fix to complete IT outsourcing where we place our engineers into your business. This extra level of service gives you a local presence to work on your business network, the clients and all applications to ensure your business gains the most possible from your network. Naturally you can choose which parts of the support service you need. By mixing the remote and on-site support packages we can really tailor a support solution that meets 100% of your business needs without having to pay for the services you don't require. This keep the costs to a minimum, but the level of support at 100%!

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Pre-sales Services - Design & Consultation

- Named account manager
- Dedicated pre-sales consultant from design to delivery
- Complete discovery and understanding of your business needs
- Full discovery of your future business and IT requirement
- Clear and concise recommendation and solution guide

Timesaver Services - Pre-delivery checks

- All server hardware installed, configured and tested
- All Microsoft server operating system installed, patched and updated

Standard Installation Services

- Complete network discovery process to understand total IT implementation needs
- Setup domain, create users, create security groups
- Create file structure and assign security rights
- Load and install printer drivers
- Install and test all patches
- Setup internet access and firewall security
- Set-up RAS connectivity and terminal services
- Migrate existing network data
- Move files and folders
- Move application data
- Install approved applications

Exchange:

- Configure email with ISP
- Setup mailboxes & create aliases (info@ sales@ etc.)
- Migrate existing email data and mailboxes
- Implement shared calendars and collaboration tools
- Configure OWA - Outlook Web Access

SQL:

- Install & setup SQL engine
- Migrate existing data
- Install SQL application
- Backup, AV, SPAM, Audit
- Installation and configuration of backup device drivers
- Configure and schedule and test jobs
- Setup alerts and job monitoring
- Install and configure AV software services
- Install and configure anti-spam, email audit and other approved applications

Additional Member Server Services

- Configure a new member server into an existing domain
- VPN connection into current network
- Installation of Server into Domain
- Transfer of Security policies and other essential settings
- Migration of any required data
- Installation of SQL database and database installation if required
- Installation of security and thin client applications
- Other applications as per standard installation services

On-Site Installation Services

- Pre-delivery services as detailed above
- On-site installation and integration into network
- LAN setup and installation if new network
- Configuration and connection of all clients
- Security setup and router setup for internet & VPN connections
- Remote worker setup
- Mobility configuration for VPN and VASCO keys

Support Services

- Constant monitoring and alerting on network components
- Full remote control and diagnostics of server equipment
- Immediate alert and response to all events
- Remote diagnostic and repair for all incidents and failures
- On-site hot swap exchange of failure devices
- Remote repair and fix, even of 'hung servers'
- Full incident logging and reporting
- 100% cover for network server, clients and users