



CHANNEL SUPPORT SERVICES

ServiceVantage



SERVICE VANTAGE is a portfolio of channel indirect, trade only, partner services designed to augment and enhance your implementation and support & service offerings to your customers.

We aim to provide quality services that allow you as a reseller to build on your current product and services capabilities. Whether we partner to support your team, cover peak workings, engage with you in new technologies, facilitate your entry into new markets or simply act as a back-up to your own team you can be sure you have a trusted partner in Westcon ServiceVantage.

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The Networking Company



Project Management

Business growth depends on timely execution of projects on budget. ServiceVantage has a dedicated, skilled project management team with in depth experience in managing large, complex projects. Our project management specialists ensure that customer's requirements and expectations are clearly understood and project milestones are delivered within the specified timescales.

JumpStart Services

The JumpStart services are designed to support quick, short term on-site engagement. During this time, an experienced ServiceVantage consultant helps get your project running by identifying your needs, helping in installation and configuration of equipment, reviewing your approach in using related tools and providing advanced, project-specific hands-on assistance as required.

Implementation

ServiceVantage has expertise to provide implementation services for a huge variety of IT Security, Converged Networking, Unified Communications, Wireless, Mobility and Infrastructure solutions. In understanding the design requirements within infrastructure standards we document the scope of work and based on the agreed dates the implementation will be carried out with acceptance test results and implementation reports presented to our channel partners, 24x7, 365 days a year.

ExpertHelp Remote

ExpertHelp Remote Technical Services maintains a high-touch remote support and maintenance model enabled by a team of experienced and certified network consultants. The team is available to answer questions, offer technology solutions, troubleshoot problems and ultimately escalate issues to vendors if required. Our network consultants provide timely support to our channels enabling them to maintain high performance service levels to their clients.

Equipment Staging

ServiceVantage Equipment Staging services can significantly reduce installation delays, on-site failures, improper component connections and DOA of equipment. During staging our professionals assemble, load, configure and test your equipment to validate as per the staging plan and identify abnormalities against the defined staging plan ensuring infrastructure components perform as expected on site.

Wireless Site Survey

The comprehensive site survey starts from gathering the required data through site visit, inspection and analysis of site plans, consultation with key IT staff and solution design. We present comprehensive, professional reports with suitable BOQs to incorporate complete synopsis, scenario study and heat map analysis. ServiceVantage site readiness inspections include tower or pole inspection, wind bearing, electrical and grounding requirements.

FrontLine Post Sales

Our FrontLine team provides technical support to our channel partners by providing information, identifying and resolving problems, and/or escalating unresolved issues. We educate customers on how to correctly and efficiently operate their systems and interfaces in a friendly, professional manner, often supported via our support portal.

Design & Quote Assistance

The major strength of ServiceVantage is pre-sales consultancy. This may involve services such as standard pre-sales, solution design, preparation of BOQs, tender support and onsite visits with channel partners, all supported and delivered through our team of experienced and certified professionals.

Datacenter Design

We have developed and utilise industry acknowledged algorithms to analyse room and building requirements from IT requirements and equipment counts. An application independent floor layout is developed and then supplied with appropriate power, air conditioning and interconnectivity grid. The design process includes site analysis, computer room analysis, power supply analysis, building layout, HVAC analysis, work space optimisation, cabling design, security access control, reliability, resilience and business continuity modules.

Knowledgebase Assistance

ServiceVantage maintains a huge knowledge base through the global Westcon support portal to update channel partners with the latest technology and product information of various vendors and their solutions. This allows archived access to data of various vendors consisting of trouble shooting procedures, FAQs, design, installation and configuration guides.

THINK SERVICEVANTAGE

We aim to work with you to identify, develop and execute the implementation and support of your customer solutions. We deliver quality services through and on your behalf with ServiceVantage, accelerating your growth, assisting you to expand your markets and provide tangible results that make you indispensable to your customers.

- Have a lack of expertise in specific areas? We can assist by augmenting your skills.
- Does your business allow you to invest in technical manpower at this stage? As a 'time and place' service provider ServiceVantage grows with you.

- **Project Management**

- **Implementation**

- **JumpStart Services**

- **ExpertHelp Remote**

- **Equipment Staging**

- **Design & Quote Assistance**

- **Wireless Site Survey**

- **Datacenter Design**

- **FrontLine Post Sales**

- **Knowledgebase Assistance**

OUR VISION

Consistently exceed partner's expectations through the delivery of quality services, while maintaining a reputation of competency and professionalism.

WestconME

WESTCON MIDDLE EAST, a subsidiary of Datatec, an international networking and IT services group, comprises of two main business practices, OnLine Distribution and Comstor focused on enterprise, security, mobility, convergence and network solutions. With over 15 years of regional expertise through its business practices, Westcon Middle East Group offers products and services to resellers, system integrators and service providers across the Middle East, North Africa , India and the Indian subcontinent.

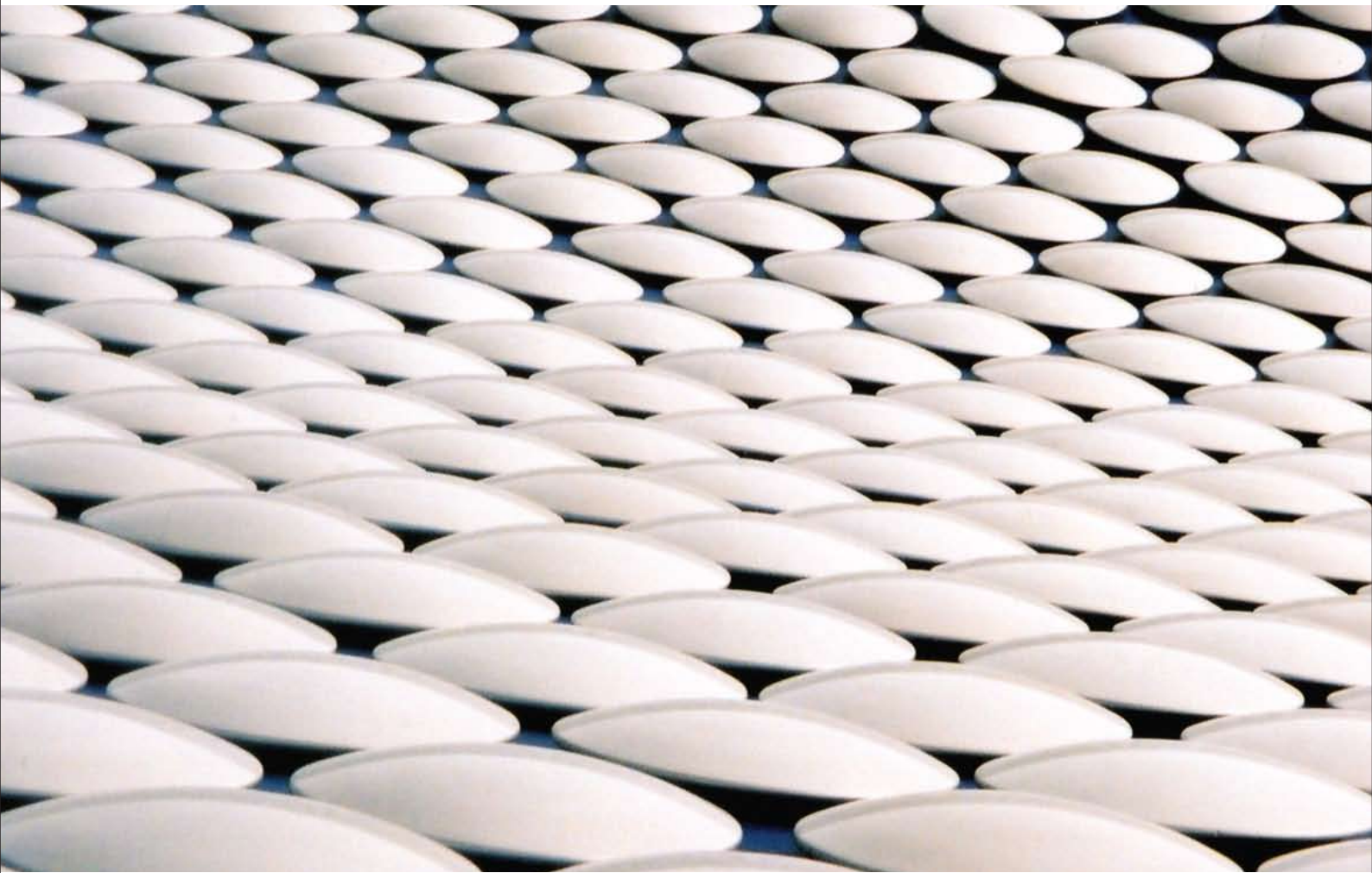
OnLine Distribution Ltd. has operated in the Middle East and North African region for the last 15 years and has established itself as a leading channel provider of communication and networking technologies. Comstor Middle East specializes in Cisco centric convergence, security & mobility solutions.

Comstor Middle East Ltd.

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