



Technical Support Services

Northdoor has been providing its customers with technical support services for many years. This brochure will explain in more detail some extra support services that can enhance your current support.

Why Technical Support Services?

- Reduce business risk with services from a forward-thinking industry innovator
- Enhance IT availability with a virtually unmatched global infrastructure
- Support your unique needs with extensive, flexible and customisable service options
- Enable easier access to the support you need
- Reduce complexity with a single point of contact for all your IT needs

Hard drive retention

You cannot control what you no longer have. When your hard drive leaves your premises, you have relinquished your ability to safeguard its contents. If the hard drive contains confidential data, you can face penalties resulting from non-compliance with privacy regulations or experience breaches of data security.

To resolve the issue of protecting sensitive data stored on failed hard drives that need replacing, the hard drive retention option helps give you complete control of your confidential data by allowing you to keep replaced hard drives.

Benefits:

- Greater control over sensitive data by helping you keep your replaced media components
- Helps better manage regulatory compliance to avoid related penalties
- Helps simplify asset accounting of failed drives as capital IT assets by embedding retention into maintenance support costs

Enhanced Technical Support

Enhanced Technical Support bridges the gap between hardware and software support, providing you with a dedicated account advocate who works for your IT systems availability.

Proactive monitoring of your system allows your account advocate to pre-empt and resolve potential problems before they arise, saving you from system downtime and any associated costs and revenue loss.

Benefits:

- Dedicated account advocate working on your behalf within IBM
- Speedy resolution to your critical problem or situations
- 30-minute rapid response to Severity One problems
- IBM Enhanced Technical Support delivers the proactive, end-to-end IT support your company needs to succeed in a constantly changing marketplace

Multi-vendor maintenance

IBM has supported other manufacturers' products for over 20 years and can therefore act as a single-source supplier for all your IT maintenance requirements, enabling you to accelerate problem isolation and resolution, while meeting demanding service-level commitments.

Benefits:

- IBM service on non-IBM products
- Competitive prices, saving you money on the manufacturer's own price
- One contract for multiple vendors/platforms

Microcode support

Should obsolete microcode cause system failure, your operations could come to a halt and security issues might arise. Microcode support can help you by identifying and updating microcode versions during planned preventive maintenance of your environment.

Benefits:

- Protects your IT environment with preventive analysis and proactive scheduled updates
- Provides skilled, experienced service representatives to analyse and, optionally, update your microcode
- Enhances customer satisfaction by decreasing hardware failures and downtime due to incorrect or incompatible microcode

Maintenance solutions for network products

A comprehensive maintenance service for network products, regardless of manufacturer, offering substantial cost savings compared with the manufacturers' own support.

Benefits:

- Total end-to-end client support for maximum client satisfaction
- Expandable services to other multi-vendor environments
- Wide range of service-level availability allows smarter maintenance solutions

About Northdoor

Northdoor plc is an IT consultancy specialising in data. Northdoor delivers innovative solutions that deliver real business value; this is reflected in 8 out of 10 clients working with us for over 10 years.

Northdoor's services encompass the entire data journey, ensuring clients' data is effectively and efficiently stored, secure, and able to be used and analysed effectively.

Northdoor is an IBM Platinum Business Partner and provides IBM technology solutions across a wide range of markets. The depth and breadth of Northdoor's technical expertise has been acknowledged not only by its enterprise customers but also by IBM through the Centre of Technical Excellence awards.

To learn more about technical support and other expert services from Northdoor, please visit www.northdoor.co.uk

Platinum
Business
Partner



Competency

Data Science &
Business Analytics
Digital Trust
Hybrid Data Management
Power Systems
Spectrum Storage Software
Storage Systems
Unified Governance &
Integrations

Authorized Software

Authorized Systems and Storage

Power Systems
Services
Storage

Marketplace Reseller

