QUATTRO
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Putting the ASSISTance back in to System i Services
Introducing iSist from Quattro

In response to System i family users need for a more flexible, helpful and knowledgeable approach to delivering technical services, Quattro have introduced iSist, a new range of System Support Solutions Packages.

All our packages offer the facility for users, technical or otherwise, to call Quattro regarding any problem, query or question they have about their System i family server. Quattro will provide a solution to a request, whether it be an immediate response to a 'How do I…?' question, the planning and implementing of an upgrade or application interface, or the resolution to a problem.

At Quattro we do not believe that a problem stops at the Operating System. We will work with you and your systems to identify and solve your problem, even if we feel it resides on the network or 3rd party system, we have the experience to go that step further in helping with a resolution or guidance towards your objective.

Quattro already has a wide range of customers using the three levels of service on offer. Our Enterprise Customers appreciate the knowledge, flexibility and cost-effectiveness that our Tier-3 service offers, whereas small to medium sized customers feel secure in the knowledge that they have direct access to highly skilled, friendly, technical resource which can be called upon no matter what the query.

Solution Packages

Annual Contract

Each iSist contract will provide 12 months continued access to all of the Quattro technical resource services.

Email Assistance

For your convenience we are happy to receive and respond to your queries by email.

Telephone Assistance

Once your call has been taken by our Helpdesk a fully skilled technical resource will call you back. This person will own and resolve the problem for you, at no point will you be expected to speak to numerous layers of support staff.

Hours of coverage

9am-5pm Monday to Friday availability with extra coverage available within Tier-2 and Tier-3 options.

Accountability

You will be able to observe the current status of your iSist contract, and details of each call you have made, via our online tracking facility whenever you wish.

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IBM Business Partner

Tier-1

The Tier-1 Service has been created for those customers who require, every now and then, the facility to talk through a problem, a piece of work, or even a simple task. These customers are very adept at dealing with all their day-to-day functions on their System i but may not have the knowledge, skills or time to deal with new business requirements, upgrades, interfaces, PC connections etc..

Tier-1 Service provides 30 assistance units.

Tier-2

Tier-2 offers the same features as Tier-1, but with the additional benefit of allowing Quattro to become more integrated into your I.T. Infrastructure. Tier-2 allows you to pre-book an initial 4 or 6 days consulting/project time to be used in whatever manner you wish within the services allowed for Tier-2.

Where possible Quattro will use VPN or secured Dial-In access to your system to better support your requirements.

Tier-2 customers also have the facility of calling Quattro between 8am-6pm and also have 40 assistance units available.

Tier-2 entitles you to a free System Health-Check on a single server or LPAR of your choice and the option to use Quattro's SysChecker Lite product to pro-actively monitor and report on all critical functions on your System i direct to you, and Quattro Technical Personnel, in real time.

Tier-3

Tier-3 includes all the features in Tier-1 and Tier-2, and specifically offers the following benefits:

- 8 or 12 days consulting/project days per annum, to be used with any of the available services

- 60 assistance units

- 8am to 6pm 7 days per week support coverage

- Up to 3 x SysChecker Lite licenses and System Health-Checks on the SysChecker nominated systems and/or LPARs

- Web based Management Reporting using the events logged by SysChecker Lite, forwarded to the Quattro Central Management System
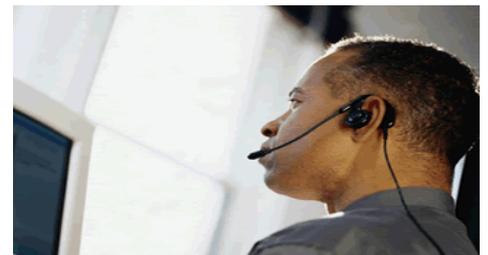
You will be able to view up-to-date system and application availability as well as historical growth and usage data at any time online. This facility will relieve your staff of the time consuming task of producing such reports manually for weekly meetings etc..

Contact Details

Email: information@QuattroConsulting.co.uk

Web: http://www.QuattroConsulting.co.uk

Tel: 07071 700 400 please ask for Helen Thomas who will be pleased to discuss your requirements