

Guaranteeing the continuity of your business



proximus

Assist & Care

You rely on an IT infrastructure that meets your professional requirements perfectly, grows with your needs and runs flawlessly day and night. Through 'Assist & Care', you choose the service options that you need to help you with this. From design and implementation to managing and monitoring, Proximus keeps your IT infrastructure operational round the clock.

Assist

Are you looking for ...

- an IT infrastructure in line with your professional needs?
- new solutions that can be easily integrated into your existing IT environment

... while costs and risks stay under control?

The Proximus teams are pleased to work with you.

Certified architects understand your business and technology requirements and identify the best fit for your environment. They develop the right design, for your telecom and your IT solutions, and ensure optimized infrastructure to deliver the highest value.

Project managers take care of complex implementations, on schedule and within budget. They are the contact point between you as the customer, the subcontractors and the suppliers and make sure that the project is delivered as agreed. They also ensure a smooth handover to operations.

Qualified engineers carry out technical implementation activities such as staging, physical installation, configuration, activation and testing, to guarantee that your solution is integrated seamlessly into your existing environment.

Care

Do you manage your IT infrastructure yourself? Or do you prefer to hand over the configuration and monitoring to others? You can choose from three service models to keep your IT environment operational round the clock through specific service options:

Reactive Care, Close Care and Full Care.



Reactive Care



SLA on Intervention Time

Reactive Care

Do you have a problem or a question about the IT infrastructure you manage yourself? If so, you can rely on support 24/7. In addition, you have an SLA for on-site intervention times.

1 Service Desk

The qualified Service Desk staff are available by phone 24/7 to answer your questions or resolve problems.

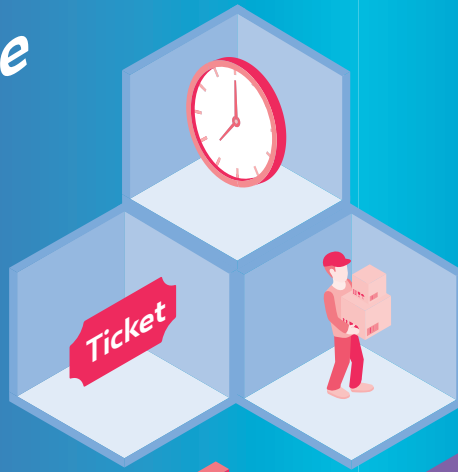
2 Incident Handling

Incidents are resolved from a distance or on site. An allocated trouble ticket enables you to follow the progress on line – via a self-service portal.

3 Spare Part Handling

A hardware malfunction? Your spare parts are delivered quickly. Depending on your contract, they can be installed by your staff or by the Proximus technicians.

Close Care



Configuration Handling

4

SLA on Restoration Time

Close Care

Have you opted for the Close Care service model? If so, Proximus takes care of managing your IT infrastructure and keeps your equipment in good condition proactively. You have an SLA on restoration time.

4 Configuration Handling

All your configuration data are kept up to date in a database from a distance. Proximus manages the access to your IT environment and you have the possibility of requesting changes to your infrastructure or services.

Proximus keeps a close eye on updates and upgrades from software manufacturers and looks into whether implementing them provides added value for your business or not. Proximus also checks where and how you can run the software

purchased on the basis of software licenses. Timely updates and optimal use are guaranteed. Automatic backups of your data are made at night. They are stored in the Proximus datacenter.



Full Care

In the Full Care service model, your IT infrastructure is not only managed by Proximus, but also proactively monitored for preventive purposes. Incidents are resolved before they can occur and affect your business. In addition, you can receive reports with detailed analyses and you have an SLA on availability.

5 Monitoring

The availability of your products (are they accessible?) or services (is your service up and running?) is followed up. The CPU use, memory, heat and other parameters of your product or service can be monitored, too.

6 Reporting

You can receive reports on:

- the SLA aspects of your service: availability, repair time, incident

response time, etc.

- the current availability of your (virtual) device or service and data from the past
- the current and previous technological parameters that are important to assess the status and performance of your device or service
- the technological parameters that you define yourself, entirely as you wish.

7 Service Manager

A Customer Service Manager is in charge of the day-to-day operational contacts, reports analyses and advice. Your personal Service Manager keeps a close eye on all your products and services and makes sure that your business works within the agreed SLA.

Assist



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Care



Why Proximus?

Proximus takes care of your IT and telecom solutions, from design to management, while you can focus on your job.

Proximus offers you these values:

- High business availability
- Good visibility on infrastructure and incidents
- Incident and request handling
- Correct documentation
- Reporting and advice
- Service Level Agreements (SLA)
- Quality in results through ITIL standards
- Reporting and documents through various touch points: portal, e-mail, Service Desk, monitoring center and Service Manager
- Improved uptime through compliance with SLA

Through:

- A la carte services based on your needs: headquarters and datacenters may need different support than, say, a small, remote office with three users.
- Smooth transitions in case of infrastructure renewal
- People, processes, tools, expertise

All our people, tools and data are based in Belgium and are subject to Belgian laws, including data confidentiality regulations.

More info?



Contact your account manager or go do www.proximus.be

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