![Empalis Consulting logo]

Empalis Service Plus

We manage IBM Spectrum Protect for you!

Support made in Germany: personal, flexible and reliable

Personal, high quality and German-speaking support is becoming increasingly important.
How quickly are your problems responded to and resolved? How much time and effort do you spend getting your issue solved?

Challenges with ISP

- Spectrum Protect delivers new functionalities up to four times a year
- The amount of data is increasing rapidly
- Backup and maintenance windows are becoming increasingly smaller
- The complexity of the solutions is increasing (virtualization, clusters, etc.)
- Administrators are getting more and more tasks
- Software and support quality don't scale with the increase in data and complexity
- Privacy and compliance requirements are becoming more important

Our approach

- By using a tailor made monitoring solution we recognise problems before they arise. You can send support requests for every error message directly to our specialists.
- Thanks to integrated service quotas you can all upon additional services if required, even if those have not been previously defined.
- Our specialists will help you with occurring errors and give you recommendations for optimization as well as future security of your personal IBM Spectrum Protect infrastructure - and implement them.

By the way:

Our software and service offer Empalis Service Plus is also available for and with Veeam.
If interested, just ask our experts.

Perfection
through partnership.

Bronze

Our introductery package:

With ESPlus Bronze we offer you a quota of retrievable service units and guarantee fastest response times.

Our initial Health Check guarantees highest service quality from day one.

In addition, our service package includes monitoring and reporting, analytics as well as additional service reviews.

Silver

Extendet flatrate service:

ESPlus Silver builds on our starter package Bronze and includes all therein contained services.

Instead of a limited contingent you will receive a proactive allround-service for your ISP Server as flatrate (optionally also 24x7).

Other services such as a reactive client support complete the offering.

Gold

Comprehensive premium support:

The ESPlus Gold package includes all services from ESPlus Silver.

In addition to the flatrate for your ISP Server you also get a service flat for previously defined clients.

If required, the support of additional clients can be covered by service units available.

Platinum

The allround carefree package:

With our ESPlus Platinum service you will get a proactive allround-service for all your ISP Servers and all clients as a flatrate.

For a fast, safe and all-encompassing service.

Support trough Technical Manager + Service Manager

An experienced Senior Spectrum Protect Consultant accompanies and advises you as Technical Manager during the entire contract period in all technical matters.

A service manager from the Empalis management also acts as contact person for the IT management and supports you in all non-technical questions.

Your benefit

✓ Personal, uncomplicated service in German

✓ Simple package structures for manageable costs

✓ Simple approach using modern web technologies (ticket portal, Knowledgebase, remote control)

✓ Early problem detection and resolution thanks to round-the-clock monitoring

✓ Full access to the Empalis specialist network

Do you have any questions oder would like to know more? We are happy to hear from you!

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