

7Tech Service Levels

Tailored Service Levels to meet your network requirements

7Tech was founded in 2007 to deliver a more flexible IT service to business. Based in Suffolk, but covering the whole of the UK, 7Tech are committed to offering a value for money IT service.

Covering devices from all the leading networking vendors that include servers, routers, switches, desktops and laptops 7Tech have the technical expertise to successfully respond to a variety of networking scenarios.

The devices 7Tech support span across many different technologies such as IP Voice, Unified Communications, Servers & Desktops, Wireless and Security which are all maintained by a comprehensive infrastructure of experienced technical teams.

Tailored Service Levels

7Tech's Service Levels are split into 3 defined areas; Fix, Response and Advanced Replacement. Depending on the requirement, all 7Tech's clients can select a variety of options to tailor their own SLA in response to their networking needs.

As part of the defined Service Levels provided, all 7Tech's clients can select a specific time constraint to accompany the SLA whether that be a 4 or 8 hour response, Monday to Friday coverage, or a complete 24/7 support package. These flexible options mean 7Tech can deliver measured service levels to its customers in a way that exactly meets their specific needs.

As part of any support contract, partners are provided with a single point of contact via the 7Tech service desk regardless of the SLA, device type or network location. This ensures all faults can be logged on a central online system where partners can even have access to view any incidents through a secure portal.



7Tech Service Level features

Fix

- > Return to service within defined SLA
- > Onsite engineer
- > Parts to site
- > Escalation
- > Software support upon request

Response

- > Engineer to site within defined SLA
- > Parts following diagnosis
- > Escalation
- > Software support upon request

Advanced Replacement

- > Parts to site within defined SLA
- > Escalation
- > Software support upon request