

Computer Services

Another quality solution from IndeServe's technical services gallery



Computer hardware supply, maintenance and support services

Software supply, maintenance and support services



Excellence in servicing leading edge technology



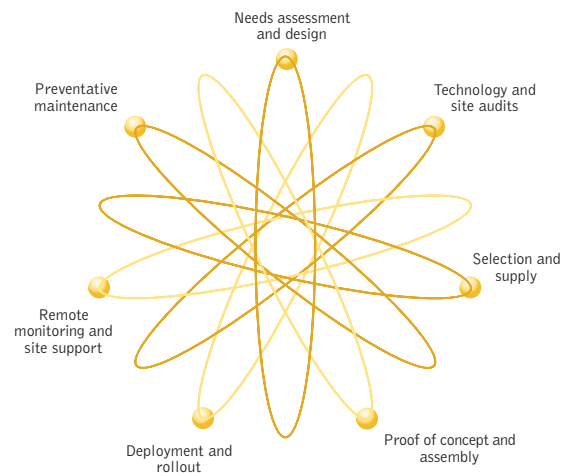
CORE INFRASTRUCTURE demands CORE CAPABILITY

Today, competitive edge is often won by the use of technology!

In a world that tolerates zero downtime, system availability is essential. And as technologies and environments change – consider server consolidation, migration and centralisation – the only way to ensure against system downtime is to have a strong and robust infrastructure to protect those business critical assets.

Anytime. Anywhere.

With a large team of frontline computer engineers located in 18 Service Centres throughout New Zealand, IndeServe is there for you.



- > Higher availability
- > Increased reliability
- > Greater manageability
- > Lower capital and operating costs

Whether it's designing solutions to meet your unique business requirements, selecting and deploying the most cost-effective solutions, providing ongoing on-site support, systems monitoring or preventative maintenance services for a small network or a comprehensive, multifaceted, multilocation computer infrastructure, IndeServe has the experience and skills to keep your business going.

Choose from our comprehensive portfolio of services!

Needs Assessment Services: An IndeServe IT consultant will work with you to gather information pertaining to your business requirements and workplace environment, from which a needs assessment can be developed and a recommended technical strategy documented and defined. This document will continue to dynamically evolve, in line with changing business requirements, maintainable by IndeServe.

Network Design Services: An IndeServe IT consultant will lead the design process and engage with all relevant parties. Information on current design and future business requirements will be gathered and a solution developed. The information may be sourced from a Needs Assessment or other sources. The solution will be documented and presented for approval and any resulting actions.

Technology Audit Services: An IndeServe IT consultant, in conjunction with your staff and other relevant parties, will define the audit requirements and the rules of engagement. A secure, Internet-accessible database will be prepared to receive the progressive audit data and relevant reports developed for analysis. A secure, IndeServe project manager will oversee the end-to-end audit timeline to ensure efficient utilisation of frontline personnel and accuracy of outcomes.

Ordering and Supply of Services: IndeServe has a comprehensive purchasing and supply chain management process for ordering and shipping a full range of computer equipment and software direct to your premises.

Proof of Concept and Assembly Services: Prior to rolling out new technology, IndeServe can, in association with you, carry out appropriate testing and proving of the solution, in 'real world' conditions. This may involve an off-site laboratory simulation of such conditions or using one or more pilot sites. The results of all actions will be documented and a regime for close liaison with you will be established to ensure all parties are well informed, in order to safely proceed to rollout.

Deployment Rollout Services: IndeServe offers a comprehensive solution for deploying new or upgrade hardware and software technologies into locations throughout New Zealand. Once your equipment has arrived, we will unpack all components, dispose of all packaging, position the equipment and assemble all components into an integrated system. IndeServe technicians can carry out all other aspects of cabling, network patching and electrical wiring. Systems will be tested for all operational and connectivity requirements and outcomes documented for review and analysis. This service includes proven business processes for managing sophisticated rollouts within tight timeframes, project management and IndeServe field service engineers to carry out the on site services. All steps of the process are fully documented as they occur so work-in-progress can be fully monitored by you via your discrete, secure Internet-accessible database.

On Site Support Services: IndeServe field service engineers are available for scheduled visits to your sites to carry out planned and reactive hardware and software support services throughout New Zealand. Engineers may be contracted for as little as one hour or in a permanent capacity to address long-term project activities.

On Site and Workshop Remedial Services: IndeServe field service engineers are trained to quickly isolate and correct a hardware or software problem. A choice of Same Day, Next Day or Next Business Day response times can be negotiated for on site remedial services. IndeServe maintains workshop facilities in both Wellington and Auckland to carry out off site repairs, as appropriate, to avoid any

disruption at your workplace. Shipment to/from our workshops, or other vendors' workshops, can be managed by IndeServe, including tracking of your assets in transit and in the workshop, as well as spares stored on behalf by IndeServe.

Remote Monitoring Services: IndeServe will monitor your critical computer assets and provide centralised systems management services to ensure maximum systems availability. This may be carried out from our National Service Centre or, if for security purposes, our IT consultant will make scheduled visits to carry out checks and produce reports from within your secure network infrastructure.

Preventative Maintenance Services: The IndeServe National Service Centre will centrally manage all preventative maintenance services built on a forward booking schedule for field service engineers to visit sites throughout New Zealand and carry out prescribed maintenance services, technology health checks, cleaning and scheduled parts replacement – all designed to avoid systems failures before they impact on your business productivity. All activities are documented and outcomes recorded for periodic reporting or for secure access to detailed information by you, via the Internet.

The Value in IndeServe

IndeServe is available to serve organisations of any size, anywhere in New Zealand. From jobs as simple as the installation of a computer, to the design and build of a database, IndeServe is at your service.

No job is too big or too small for IndeServe.

Wherever you are in New Zealand, an IndeServe engineer or IT consultant can be on your doorstep, for 'same-day' service delivery. We achieve this because IndeServe operates a chain of Service Centres nationwide.

