

Fact Sheet

TECH SUPPORT

Who can you talk to when you don't understand why something has happened? Who can you ask about whether or not system performance problems might be fixed by upgrading? It is sometimes hard to find a source of impartial and accurate advice.

Powercore provides a comprehensive technical support service designed to answer customer questions quickly, accurately and efficiently.

The service encompasses many aspects of system management and is not limited to simple technical support questions. With a Powercore support contract, help is just a phone call away.

Platforms

- IBM x , i and p Series
- Hewlett Packard Unix
- Sun Microsystems Unix

Software Support

- Remote Telephone support for OS & layered products
- OS & Layered product licensing
- Media Updates
- On-site installations and upgrades

Hardware Support

- On-site installations
- Hardware engineering and technical support
- Pre-installation and installation planning
- Testing and auditing
- Configuration validation and system health checking
- Remote problem determination, analysis and solutions
- Problem remedial action planning
- General advice and guidance

Complementary Services

- Operating System Training
- Engineering training
- System Maintenance
- System Tuning
- Performance analysis and upgrades



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