Technical Support and Managed Services

Up to

74%

less time to resolve an issue
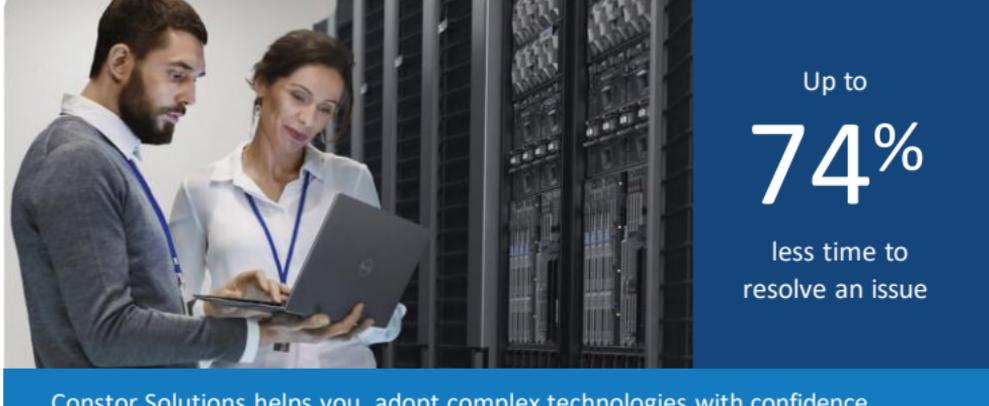
Constor Solutions helps you, adopt complex technologies with confidence.

Constor Solutions are an award-winning partner who offer consultancy, managed services, and professional services combined with enterprise class hardware and software. Our core focus is within data storage, cyber recovery, data protection and server virtualisation. Our core skills focus on reducing operating costs and simplifying the operational management of data storage environments. This can encompass server & storage consolidation and virtualisation, back-up management reporting, disaster recovery & business continuance, email archiving and file lifecycle management.

Our independent approach and technical knowledge enables us to establish and advise the most appropriate technology driven outcome that suits your business needs. Constor provide a single point of contact to support for the entire solution and work in conjunction with vendors support agreements ensuring the availability of your infrastructure and the ongoing competitiveness of your business.

Experts

Credited

Insights

Trusted

Ease

Pick your plan

	Constor Basic — Just the essentials	Constor Advanced — Management of business-critical systems	Constor Premium — Peace of mind as a service
Server - Services			
Server monitoring	✓	✓	✓
Operating system support (Windows)		✓	✓
Virtualisation (Hyper-V, VMware, AHV)	✓	✓	✓
Operating system upgrades			✓
Emergency patching		✓	✓
Server updating and hardening			✓
Performance optimisation		✓	✓
Configuration & change management	✓	✓	✓
Capacity trending & forecast reporting		✓	✓
Capacity planning to support budgeting & acquisition efforts		✓	✓
Alert monitoring and reporting	✓	✓	✓
Vendor call management		✓	✓
Named contact			✓
SLA	9x5 Monday - Friday 6 hours Response time	9x5 Monday - Friday 4 hours Response time	24x7 2 hours Response time
Storage - Services			
Configuration & change management	✓	✓	✓
Storage provisioning	✓	✓	✓
Performance monitoring, management & tuning			✓
Capacity trending & forecast reporting			✓
Capacity planning to support budgeting & acquisition efforts			✓
FC SAN zoning & administration		✓	✓
SAN storage array upgrades		✓	✓
SAN switch upgrades		✓	✓
Hybrid options to provide on-site administration			✓
Alert monitoring and reporting	✓	✓	✓
Vendor call management		✓	✓
Named contact			✓
SLA	9x5 Monday - Friday 6 hours Response time	9x5 Monday - Friday 4 hours Response time	24x7 2 hours Response time
Backup & DR - Services			
Backup solutions setup			✓
Backup management	✓	✓	✓
Backup software upgrade			✓
Backup restore	✓	✓	✓
Alert monitoring and reporting	✓	✓	✓
Disaster recovery			✓
Vendor call management		✓	✓
Named contact			✓
SLA	9x5 Monday - Friday 6 hours Response time	9x5 Monday - Friday 4 hours Response time	24x7 2 hours Response time
Cloud - Services			
Private and hybrid cloud infrastructure design and integration	✓	✓	✓
Private, public and hybrid cloud infrastructure administration,maintenance,security audit and support.	✓	✓	✓
Utilisation reports		✓	✓
Self-Service portal		✓	✓
Vendor call management		✓	✓
Named contact			✓
SLA	9x5 Monday - Friday 6 hours Response time	9x5 Monday - Friday 4 hours Response time	24x7 2 hours Response time
Network & Security - Services			
Failover network policy configuration	✓	✓	✓
Internet access and remote access configuration	✓	✓	✓
LAN and VPN integration, maintenance and support	✓	✓	✓
Network discovery, monitoring and performance analysis		✓	✓
Bandwidth management		✓	✓
IDS/IPS and firewall integration, configuration, maintenance and support		✓	✓
Antiviruses integration, configuration, maintenance and upgrade	✓	✓	✓
Network switch upgrades			✓
Firewall management	✓	✓	✓
Firewall upgrades			✓
Security monitoring and audit			✓
Vendor call management		✓	✓
Named contact			✓
SLA	9x5 Monday - Friday 6 hours Response time	9x5 Monday - Friday 4 hours Response time	24x7 2 hours Response time
Software - Services			
Implementation and management of MS products (Active Directory, Exchange, SharePoint)			✓
SLA	9x5 Monday - Friday 6 hours Response time	9x5 Monday - Friday 4 hours Response time	24x7 2 hours Response time
Assessment			
Infrastructure assessment		2 per year	4 per year