

A large, decorative graphic consisting of several overlapping white circles of varying sizes, creating a complex, web-like pattern that frames the central text.

Operational  
Support

# What is Operational Support?

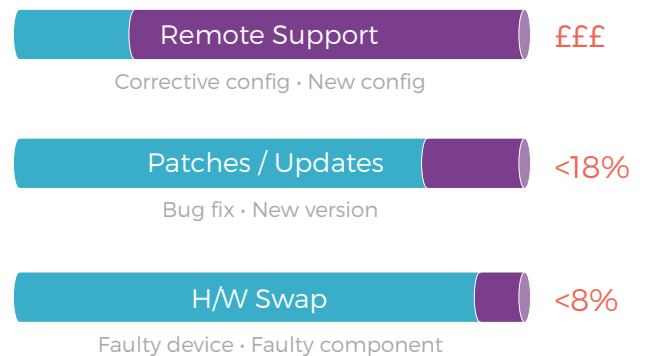
Gyrocom's Operational Support Services is a preventative maintenance practice that ensures organisations dramatically reduce their requirement for support calls. However, if and when a support requirement arises, the contextual intelligence available via the operational support practice ensures efficient incident management with rapid resolution of faults.

Distinctly different from break/fix maintenance contracts that largely focus on incident resolution, Gyrocom's Operation Support model is a holistic approach that provides better value to our clients by extending the remit of the contract to everyday support.

- **BUILDING CONTEXT**  
Understanding your support needs and requirements
- **DISCOVERY**  
Recording details of your IT Infrastructure
- **ONBOARDING**  
Some housekeeping to ensure an optimal baseline setup
- **PROACTIVE CARE**  
Monitoring your infrastructure to avoid surprises
- **INCIDENT MANAGEMENT**  
Resolving faults via our efficient Technical Assistance Centre

# The Commercial Argument

Our experience tells us that less than 8% of support calls are associated with hardware failure and less than 18% relate to software patches and upgrades. The majority of support cases are raised to seek product-centric technical advice and guidance. Furthermore, when incidents of failure occur, organisations have to present contextual information (logs, troubleshooting data, remote access, config details, etc.) to a generic support desk, so as to receive a contextual response and fix. This makes the traditional break / fix contract an expensive insurance policy.



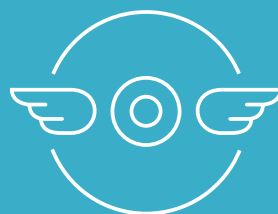
Gyrocom's Operational Support helps record and maintain contextual information to provide a bespoke service which:

- recognises the particulars of the organisation raising a support call – and in many cases even before a call is raised!
- is able to begin unassisted remote triage activities immediately
- can provide superior incident management, address change requests, restore configurations, provide advice and guidance, with speedy results.

## Operational Support for the price of your Break / Fix Contract



Lower TCO



Freeing Up IT Resources

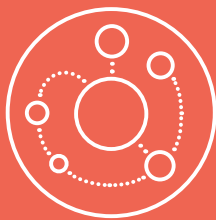


Maintain Business Continuity

## What is included?

	Operational Support	Traditional Break / Fix
Audit	✓	✗
Healthcheck	✓	✗
Configuration Backup	✓	✗
Live Monitoring	✓	✗
Remote Moves, Additions and Changes	✓	✗
Dedicated Lead Engineer	✓	✗
Quarterly Service Review Meetings	✓	✗
Monthly Engineering Meetings	✓	✗
Project support	✓	✗
Advice and Guidance	✓	✗
Incident Management and Resolution	✓	✓
Periodic Reports	✓	✓

## Areas of expertise



Network



Network Security



Servers and Storage

## About us

Gyrocom is a networking and security integrator. We help our customers keep pace with today's digital economy by delivering cutting edge next generations technology solutions.

