

## Eirteic Support Services for IBM Netcool

### Overview

As a customer, you expect your IT problems to be resolved around the clock with short response times, but are often limited in terms of accessibility to expertly trained help desk personnel and efficient cost management. For this reason, it makes sense to consolidate your organization's support requirements with a single, experienced support provider and partner.

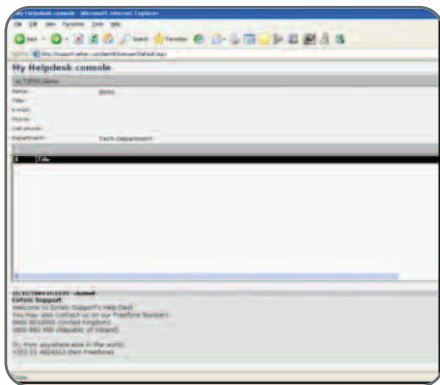
Eirteic Consulting offers your business the highest level of support for a broad range of IT solutions such as the IBM Netcool product line. Our Systems Monitoring Center and support services range from proactive, intelligent monitoring of your custom software installations and devices, to the resolution of complex issues across an expansive list of hardware platforms, operating systems and applications. We offer your business a customized and adaptable support structure that is built upon ITIL & ITSMF methodologies and best practices that have been adapted and manipulated to offer a support service unmatched within our industry.

### BENEFITS

- Maximize your Netcool support investment
- Unlock the full value of your Netcool products
- Peace of mind with 24x7 access to Support expertise
- Rapid problem resolution with services based on ITIL and ITSMF methodologies and best practices
- Control your upgrade strategy
- Multiple tiers of support service to meet unique business requirements

Support Services	Basic	Premier	Premier Plus	Custom
24x7 help desk support services	X	X	X	X
General Support (for base product installation)	X	X	X	X
Access to upgrades (CDs and Web downloads)	X	X	X	X
Support for custom configurations developed on-site		X	X	X
Quarterly Health Check delivered on-site (includes summary of findings)		X	X	X
Upgrade suggestions (based on custom configurations)		X	X	X
24x7 remote monitoring and notification of failures			X	X
Custom support services package				X

# DATA SHEET



Eirteic's "My Helpdesk Console" Web Portal delivers efficient support services

Our Support division is based on a worldwide network of 50 dedicated IT consultants with over 300 years of combined Netcool expertise. In addition, our Support Management possesses over 10 years experience in large blue chip organizations. Netcool Certified Consultants (NCCs) staff our help desk, whose technological & services expertise ensure that your company's support requirements are met day or night.

### Support Technology

Eirteic support clients have access to a range of support service packages to deliver the right amount of support to meet the needs of your business (custom support services are also available). Our service desk and systems monitoring centers are equipped with state of the art ticketing systems, knowledge base solutions and network monitoring software. This technology, coupled with the experience of our support engineers and consultants, ensures that your business is provided with efficient and experienced support services.

### About Eirteic Consulting

Since its inception in 2000, Eirteic Consulting has been dedicated to providing quality OSS and ITSM solutions. It has a proven track record in delivering solutions to the telecommunications, service provider and enterprise marketplace. With headquarters in Ireland, Eirteic Consulting has offices in the US, Europe, South Africa, Australia and is highly active in the global marketplace; Eirteic Consulting has worked with customers in over 20 countries consistently delivering best of breed OSS and ITSM deployments. Its consultants have accumulated vast knowledge of the OSS and ITSM spaces as a result of this global footprint and are accredited to the highest levels required in the software tools that the company offers. Eirteic Consulting provides consultancy, integration, training and support for the most valuable network tools available to operators today.



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