



Adopt Complex Technologies With Confidence

Constor Solutions are an experienced award-winning IT consultancy services organisation specialising in data centre transformation solutions. Our in-house certified consultants are experts in IT infrastructure technology which enable our customers to operate at the forefront of a digital world.

Constor offer enterprise class hardware and software defined solutions combined with professional services capabilities to deliver fully integrated platforms to our clients in the corporate, enterprise and public sector.

We are focused on creating long-term customer relationships supported by our highly-skilled team based across our offices in London and Hyderabad. The business is technically led, with solution architects who deliver infrastructure design, configuration implementation professional and managed services. Constor are able to offer support 24 hours a day, 7 days a week, 365 days a year.

Your choice of managed service level:

	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 Reponse time	9x5 Monday - Friday 4 hours Reponse time	24x7 Monday - Friday 2 hours Reponse 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 Reponse time	9x5 Monday - Friday 4 hours Reponse time	24x7 Monday - Friday 2 hours Reponse 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 Reponse time	9x5 Monday - Friday 4 hours Reponse time	24x7 Monday - Friday 2 hours Reponse 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 Reponse time	9x5 Monday - Friday 4 hours Reponse time	24x7 Monday - Friday 2 hours Reponse 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 Reponse time	9x5 Monday - Friday 4 hours Reponse time	24x7 Monday - Friday 2 hours Reponse time
Software - Services			
Implementation and management of MS products (Active Directory, Exchange, SharePoint)			✓
SLA	9x5 Monday - Friday 6 hours Reponse time	9x5 Monday - Friday 4 hours Reponse time	24x7 Monday - Friday 2 hours Reponse time
Assessment			
Infrastructure assesement		2 per year	4 per year

Our background and technical knowledge qualifies us to recommend the most appropriate technology driven outcome to suit your business needs. Customers on our managed service platform receive support for the entire solution and our professional consultants work in conjunction with vendors support agreements to ensure availability of the infrastructure and the ongoing competitiveness of your business.

Contact us today and discover how Constor Solutions are ideally placed to support your organisation.



CONSTOR SOLUTIONS

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