

Our reputation is based upon our ability to design, deliver and support our solutions & partner's products. These capabilities of our Professional Services Team ensure our ongoing development and success.

Design and Implementation

Our Professional Services Group is focused on delivering technically innovative solutions to solve specific customer issues. Our approach is an independent, consultative one. It is important for our team of account managers and storage architects to fully understand your requirements before any product or solution is proposed. Our goal will be to augment and improve existing infrastructures, therefore preserving investments already made in data storage ICT.

Health Checks and Audits

Infrastructure health checks and audits help to ensure correct implementation, security and functionality of existing IT systems. Our service will help in identifying vulnerabilities in IT storage systems and backup infrastructure which may compromise integrity or availability of information. The service consists of an analysis of specific IT systems, storage and backup processes to identify any weaknesses based on widely encountered vulnerabilities and common configuration faults. We will report on any vulnerabilities and recommend effective countermeasures.

VMware Capacity Planning

Our consultants are fully trained to VMware's required VCP certified standard, and have implementation experience covering the full VI architecture. Using data from VMware's Capacity Planner we create a server plan to migrate physical servers to virtual machines. This will allow you to examine your current servers, and investigate the potential costs and savings as well as allowing you to plan a Virtual Infrastructure implementation or upgrade.

Our Service Offerings include :

Software and Hardware Support and Maintenance Contracts and Services

Fully Automated & Managed Help Desk System

Storage Health Check & Design Consultancy

Solution Design & Implementation

Backup & Recovery Health Check and Best Practice

Capacity planning for VMware

Software & Hardware Training Services



On-site and Remote Technical Services

Cristie offers several levels of support; our standard support offering is extended to all of our customers, this is a complimentary best effort service offering all of the features of a normal support contract, but without escalation times or service levels. Our support operatives will attempt to pinpoint your problem and then refer you back to the specific manufacturers involved and their support. Our extended helpdesk services enhance standard support to provide escalation procedures and service level agreements, including remote site support and consultant visits to site where deemed necessary.

Working with you to create a successful outcome

A close working relationship with our customers IT team ensures that our engineers have the maximum exposure to the existing environment and gain a close understanding of the technologies and processes employed.

It will also give the client team a clear and deep understanding of the technologies being implemented and the impacts and benefits to the business and their daily processes. This is the cornerstone of our success when implementing and integrating complex solutions into existing customer environments.

Our Methodology and Deliverables

For any successful professional services engagement it is important to have a clear methodology. Our methodology will ensure maximum efficiency on time and resource during our services implementation and with as little disruption as possible. A typical professional service engagement will include :

- Proposal & Order Review
- Statement of Work
- Implementation Planning
- Change Management & Communication
- Fallback Plan
- Handover & Sign Off

Certification and Skills

Key to our strategy and success is our ability to integrate and work with some of the IT industry's leading manufacturers. We invest significant time and resource into training and accreditation, thus allowing us to work effectively with both our customers and our partners to continue to deliver a high level of service.

About Cristie Data

Cristie Data have been IT infrastructure and data management specialists for over 40 years. We take a consultative and platform agnostic approach to any customer project and advise on solutions that are best aligned to your businesses. www.cristie.co.uk

Competencies and technology specialties include :

Server, Desktop and Storage
Virtualisation

Backup, Recovery & Business
Continuity Solutions

Networked Storage Solutions

(SAN and NAS)

Data Management & Archiving