

Our reputation is based upon our ability to provide a complete range of service and maintenance solutions. Our Professional Services Team ensures our on-going development and success through extensive training and product certifications.

Software and Hardware Support and Maintenance Service

Cristie offers several levels of support and maintenance, often customised to suit our customers exact requirements. Our support operatives will help pinpoint your problem and then involve our consultants, engineers or service partners where appropriate. Our extended help desk services enhance standard support to provide escalation procedures and service level agreements, including remote site support and consultant visits to site where deemed necessary.

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.

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.

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



cristie data
an iomart company

Storage / Virtualisation
Backup / Recovery / Protection

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 capacity planning tools we create a plan to migrate physical hardware to virtual machines. This will allow you to examine your current systems, and investigate the potential costs and savings as well as allowing you to plan a Virtual Infrastructure implementation or upgrade.

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.

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. We can provide support and maintenance services for technologies including:

Nexsan • Quantum • Dot Hill • Overland Storage • Qualstar • QLogic • Spectra Logic • Tandberg • Dell • Nimble Storage • SGI • NetApp • Brocade • Mellanox • VMware • Veeam Software • FalconStor Software • Quest Software (NetVault) • CommVault Software • C2C Software • CA ARCserve • EVault Software • Arkeia Software • Cisco • Servers • Ethernet and Fibre Channel Switches

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