eurotux

MOVING BUSINESS FORWARD

Eurotux

OPERATIONS AND MAINTENANCE SUPPORT

Entrust Eurotux with the maintenance and operation of your IT infrastructure, so you can focus on your business.

www.eurotux.com

THE EXPERTS OF THE EXPERTS

All our vast experience and knowledge in systems administration and management is offered to our customers as an outsourcing service. We provide highly specialized technical services helping our clients achieve their business goals, in all phases of an IT project.

With a team of highly qualified personnel and its own infrastructure, Eurotux is a customer oriented company, providing high value services, helping to improve competitiveness and quickly resolving any incident.

ADVANTAGES OF CHOOSING EUROTUX

- Increased productivity
- Cost control
- Avoid unnecessary tasks

- Faster implementation
- State-of-the art technology
- Optimize R.O.I.

RESULT-ORIENTED APPROACH

We work in close coordination with our clients in order to provide resource optimization, improved security and risk avoidance, infrastructure cost reductions and increased flexibility and productivity.

GLOBAL SERVICE

Our services are available irrespective of the servers being in our own data center, or in the client's or third-party data centers. We also manage our client's software/hardware licensing and support contracts, when needed.

At present we're providing services in four continents: Europe, Africa, America and Asia.

REFERENCES

- AdClip Portugal - Anúncios Classificados
- Alert Life Sciences Computing, S.A.
- Blueticket - Serviços de Bilhética, S.A.
- CAIXATEC - Tecnologias de Comunicação, S.A.
- Câmara Municipal do Porto

- Grupo Impresa
- Multicert - Serviços de Certificação Electrónica, S.A.
- TMN - Telecomunicações Móveis Nacionais, S.A.
- Universidade Fernando Pessoa
- Vida Económica - Editorial, S.A.

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SERVICE OPTIONS

Operations and maintenance support services include global systems monitoring, preventive update and repair interventions, as well as prompt response to any issues.

Our service can be fully customized, adapted to each customer's concrete needs, from the extensive range of options we offer.

Contract Service:

Operation, incident support, preventive maintenance, monitoring services available in 24x7 or 8x5 time frames. Contracts may include SLA (Service Level Agreement) clauses, specifying maximum unavailability levels.

Hourly Packages:

Support service are purchased as a package containing a given number of hours, that can be spent in any number of interactions, via our request tracker software, that keeps account of the time still available. This service level excludes monitoring or preventive interventions.

Isolated requests:

Specific one-time services sized to accommodate occasional needs or projects.

Request and Incident Management:

Client requests are managed and recorded in a ticketing system that keeps track of all the tasks and incidents and can also generate activity reports.

SO THAT OUR CUSTOMERS CAN FOCUS ON WHAT'S REALLY IMPORTANT - THEIR BUSINESS.