

## THE BLUESOURCE SUPPORT SERVICE

bluesource's remote assist service provides 3rd line telephone support with escalation to the vendor where necessary. We will work to resolve technical issues with your IT department. This support contract is a great introduction to bluesource's technical support team and our ability to support a wide range of products for our growing customer base.

## OUR SUPPORTED VENDORS



### MICROSOFT

We have 7 Gold competencies with Microsoft and maintain a 24x7 team to deliver best in class support.



### VERITAS

As a Veritas Gold Partner, we deliver a wide range of managed security and network solutions.



### MIMECAST

We offer an end-to-end service offering for Mimecast. We specialise in migration, deployment and support of Mimecast products.



### ADDITIONAL VENDORS

The Remote assist contract includes support for a number of other products, such as VMware, and is vendor backed.

## BENEFITS

- ✓ A complete around the clock service 24x7x365
- ✓ Competitively priced without compromising on service
- ✓ Access to true third line skills and consultant support
- ✓ Leverage our "direct to vendor" escalation
- ✓ Flexible levels of service to match your support needs
- ✓ Supporting a wide range of products from tier 1 vendors

## GET IN TOUCH

We help organisations protect, govern, move & manage their data.

Find out how we can help.

**0345 319 2300**  
**[hello@bluesource.co.uk](mailto:hello@bluesource.co.uk)**



THE BRITISH  
ASSESSMENT  
BUREAU

**ISO27001**

## OUR CLIENTS

### MOL

*"bluesource's telephone support service enables us to have 24x7 access to the expert's when our mission critical systems experience issues. Their overall expertise and awareness of the importance of our issues are the reason why we don't look elsewhere."*

### NCP

*"The nature of what we do, means that our mission critical systems need to be operationally available 24x7. bluesource's telephone support is our lifeline for those unusual and complex IT problems and their ability to provide a quick response is why we have been with them for over a decade."*

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**Protect  
Govern  
Move  
Manage**

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## ADDITIONAL SERVICES



### FLEXIBILITY

Remote assist provides a flexible approach to support with more than just one vendor or product covered.



### REMOTE ASSISTANCE

Our specialists can assist your technical team via "LogMeIn" in order to help resolve any issue.



### BOLT ON SERVICES

You are able to add bolt on modular services providing more flexibility to your service, all provided by the same technical engineers.

### 24x7 COVERAGE

Our Service Management Centre is available 365 days a year, we provide true follow the sun support meaning that we are always available.

### MONITORING

Although not provided as standard with Remote Assist you can also leverage our enterprise grade monitoring platform, ConnectWise Automate. We can remotely monitor servers (cloud and on premise) as well as network devices.

### CONNECTWISE AUTOMATE INCLUDES

- Alerts and performance checks
- Security monitoring
- Windows, Mac, and Linux compatibility
- Network performance monitoring
- Azure monitoring
- Virtual machine monitoring
- Granular roles and permissions
- Automation and bulk actions

## ABOUT BLUESOURCE

bluesource has over 20 years of experience helping organisations better protect, govern, move and manage their data. We have an enviable client list of customers who see business benefit from investing in their data systems, tools and processes.

We pride ourselves on our service quality and many of our customers have recognised this through their long term continued custom.