GrillaTech
Maintain

Change is constant in IT, so outsourcing can help to make your services and solutions sustainable. Identifying areas that benefit from services can improve your company efficiency and fuel your growth.

Getting the best from existing infrastructure is the starting point for your clients to improve, evolve, and grow. Our maintain process is a quick and convenient way of ensuring hardware and software remains up to date with best practice, patches, and updates. Alongside our monitoring services, the maintain options allow you to call on our experts to schedule fixed scope work and keep all systems working at maximum efficiency.

We are focused on making our channel partners look good. Check out https://grillatech.com to see how we can help to build success with you.

Our teams work with the client to advise on critical updates and upgrades and help with the implementation of their needs. Using a pool of pre-purchased tickets means that your client can quickly schedule work and always maintain operation integrity.

Our experts can fill the skills gap across the portfolio that you have under our monitoring service.

After a process of discovery and remediation, the maintain service is the best way to maximise the lifetime of investment in technology. Coupled with the monitoring service, we can help you achieve greater efficiency and reduced risk for your business. We can also help to reduce wasted staff time and hiring issues by supplying skills in niche and complicated critical systems.

https://grillatech.com

Easy positioning:

The maintain service is an easy proposition to attach with sales and service options. We ensure that devices are kept up to date with the correct software and patches. When attached to monitoring, your client can be sure that they are making the most of their investment.

Simple pricing:

Maintain pricing is based on tickets that can be called off against specific task such as updates, upgrades, and patching.

Total coverage:

The maintain service is available for major vendor manufacturers and across multiple devices. If you have devices from different vendors, we have experts that can cover your needs.

Quick quotation:

Using the simple quotation tool, a multi-device, multi-year proposal can be provided in seconds. We include options from a specific service to the entire service from discovery through to maintenance.

Add-ons:

Maintain is part of a process that you can supply to your customer or can be fitted into your customer capabilities. **Discover** will ensure that devices are in good shape and running correctly – including high-availability and fail-over testing. **Optimise** can correct any issues found in discovery and apply any new patches, configurations, and updates. Our **Monitor** service will ensure that the devices stay running and available and will pro-actively notify you of any issues. All the services can be flexible and used across devices, sites, or companies.

All credits are purchased in advance and can mix and match across job. Minimum amount recomended is 10 per device per year when under a monitoring contract

	Credits required	Notes	Credit Price	Per
Discovery/Health-Check				
Initial discovery of items and baseline for all installations				
Identification of when software and hardware will be end of life and appropriate advice				
Identification of software upgrades needed and any known issues		Including first box and 1 module. Additional modules 1 credit each.		
Identification of vulnerabilities and high priority actions that are needed	6 credits		£100.00 per credit *	Single engagement for baseline
Hardware usage and system health check with appropriate recommendations				
Identification of configuration errors and appropriate advice given				
Configuration optimisation and best practices				
Fixed Service call-off - subject to standard SoW				
Configuration changes	3 credits			
New server	6 credits			
Upgrade server software	6 credits		£100.00 per credit *	Each Separate Activity
Quarterly patch/release management**	6 credits			
Scheduled health-check (includes license status)	6 credits			
Baseline of new box	3 credits			
Professional Services (Work Examples)				
Technical Workshop held to identify customer requirements	Remote work @ 6 credits/day			
Bespoke Config design agreed		Out of hours @ x1.5 and weekend @ x 2		Per statement of work
Implementation of config to customer devices	Onsite work @ 7 credits/day		£100.00 per credit *	(Onsite is + Expenses)
Documentation of config for customer records				
Best Practice guidelines advice shared				
Training Services				
Bespoke knowledge transfer course*** - per day	8 credits/day	Maximum 8 people	£100.00 per credit *	Per engagement

Discovery process ensures that devices are running correctly, as expected and up to date.

Optimise process ensures that any gaps found in discovery are addressed and resolved.

Monitor provides constant monitoring of device health and service.

Maintain provides service options to update, upgrade and provide general maintenance for devices.

See how Grillatech is working with our partners to develop a sustainable footprint, and support our customers and suppliers to reach the same goal.

Carbon Neutral Britain™

WWF

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