

Customer case study

Multi Vendor Maintenance at major public corporations



Customer:
 Public-sector organization
 Public admin. for 3 million inhabitants



Country

Germany

Service-Level Agreement (SLA)

up to 7 x 24 Monday to Sunday
 Fix time: 4 hours

Remarks

- Multi Vendor Maintenance
- Proactive services
- Remote support

Portfolio

Data centre

Manufacturer

IBM	eServer / BladeCenter
HP	ProLiant / Blades / Enclosures
Cisco	Switch Module
Brocade	SAN Switch
Total:	About 500

Testimonial

"Citycomp Service is a reliable, capable and outstandingly flexible maintenance partner with proven mobility and responsiveness".