



Professional Support

With ANECT's Professional Support you will have a unique opportunity to share ANECT's know-how and many years of experience with providing solutions in a number of ICT areas.

Professional Support

Protection and optimization of your investments – new technologies tested on a prototype model; simulation of customer's production environment.

A brief summary of the service key features

ANECT's Professional Support is a package of services rendered by ANECT's certified specialists for an agreed time period and at a fixed price.

With ANECT's Professional Support package you will have a unique opportunity to use ANECT's extensive know-how and many years of experience with providing solutions in a number of ICT areas. You will be able to find solutions to a variety of complicated problems appearing in your information and communication systems (in routing, switching, Microsoft, Symantec, IP Telephony, security, operating systems, system services and applications and other areas) which you cannot solve with your own resources and know-how. This will enable you to reduce the operating costs of your information and communication systems, and check the options you have for deploying the intended technologies in your ICT environment.

The key components of the service:

Our Professional Support uses information from ServiceDesk

and electronic operational documentation, and relies on latest technologies and experts' analyses. When rendering our services, we use information from our own knowledge base in which the history of solving similar problems is recorded, but we also work with specialized books and other resources. And last but not least, we also apply our own experience gained in the field of professional support. That is why we can assist our customers with a wide variety of problems – from very easy things to highly complicated ones.

Our services include:

- Providing support by phone, in writing or locally to help you avoid and solve problems related to IS operations; changes of configuration upon your request; professional consulting services related to IS operations
- Providing information about security risks
- Performing operational audits
- Processing reports on efficiency and quality parameters of your network

All activities related to professional support are managed by ANECT SUPPORT operators. All customer requests and all problem solutions are stored in the ServiceDesk application and can be retrieved from there at any time. Customers thus have total control over all

troubleshooting and maintenance activities being done.

Why is ANECT a.s. a suitable provider?

With ANECT SUPPORT services you need not worry about problem solving anymore and you can focus on development of your information and communication technologies and effective management and control over your operating costs.

The service includes:

- Teams of experts – each team specializing in a certain type of technology
- A great deal of experience with our customers' technologies and with problem solving
- Ability to look at the problem from a very broad perspective, taking a number of technologies into consideration
- Using the skills of our specialized IT designers and consultants when trying to solve complicated issues Using a specialized wide-range tool (e.g. for measuring your network efficiency and quality parameters), as standard in the field these days
- High-quality output
- Obdobnými nástroji zpravidla konkurence nedisponuje

Most of our competitors do not have comparable tools on hand.

In what ways can the service be provided?

- ANECT's Professional Support can be rendered for a monthly fee (a fixed number of pre-paid hours of professional support to be provided)
- Another option is to pay an hourly rate (i.e. invoicing is based on the actual number of hours of professional support having been provided)

What are the main benefits for the client?

- Immediate access to ANECT's know-how, guaranteed response times to your requests for solving ICT operation problems which involve a number of technologies and require specialists that you do not have
- Reducing your costs – you do not need to spend on building your own team of qualified specialists who would be able to take care of all of your technologies
- Protection and optimization of your investments – by testing a prototype model of the new technology and by simulating your production environment (when trying to find your infrastructure bottlenecks), we can help you eliminate the risk of wasting your financial resources needed for deployment of new technologies and thus protect your previous investments in IT environment

ANECT a.s. provides innovative solutions built on an integrated ICT infrastructure. Our Account Managers are ready to answer any of your questions concerning this particular service by phone +420 271 100 100 or e-mail: anect@anect.com. Let's find a solution to your operations services together!

Company profile

ANECT a.s. is a leading provider of professional solutions in information and communication technologies. Since the very beginning, we have specialized in delivering complex communication systems and multiprotocol computer networks for medium-sized and large customers.

Our team of experienced professionals will maximize your IT investments by identifying and optimizing those of your communication and information technologies that are crucial for realizing your business strategy and vision.

With the products and services from our portfolio we can always bring you a solution that works well both for you and your customers. We offer products and services in ICT management, auditing and consulting, data centers, voice-video-messaging, ICT infrastructure, ICT operation management, security and business processes integration.

In order to deliver solutions of outstanding quality, we always use reliable, time-tested project management methodologies. Our competitive edge is based on developing innovative IT solutions built on an integrated ICT infrastructure.

Customers

We believe that our success is inextricably linked to the achievements and success of our customers. We render a variety of services to clients from all countries of Central Europe. We have delivered IT solutions to many government and public service organizations as well as to a number of market leaders in networking, financial and telecommunication services, industry, media and other services.

Among ANECT's customers, there are companies and organizations such as:

Allianz pojišťovna, a.s.	Ministry of Finance CR
AVG Technologies CZ, s.r.o.	Ministry of Culture CR
Czech Television	Ministry of Defence CR
The Czech Social Security Administration	Ministry of Labour and Social Affairs CR
Česká pojišťovna a.s.	Ministry of Agriculture CR
Česká spořitelna, a.s.	Národní banka Slovenska
ČEZ, a. s.	Národní památkový ústav
DHL Information Services (Europe) s.r.o.	Raiffeisenbank a.s. T-Mobile Slovensko, a.s.
GE Money Bank, a.s.	Office of the Government Representation in Property Affairs CR
GTS NOVERA s.r.o.	Volksbank CZ, a.s.
PPF/Home Credit Group	and many others
KIA Motors Slovakia s.r.o.	
Komerční banka, a.s.	
Kooperativa pojišťovna, a.s.	

We consider our customers' satisfaction to be the synonym of high quality of our work. We systematically measure and assess our customers' satisfaction and react swiftly to their needs and requests.

Partners

In order to provide our clients with complex services of outstanding quality, we have chosen the most reliable partners. ANECT a.s. has achieved the highest certification level at a number of world leading companies.

ANECT is a Cisco Gold Partner, Microsoft Gold Partner, CheckPoint Gold Partner, Symantec Platinum Partner, Sun Associate Partner, Citrix Silver Partner, CA Value Added Reseller Premier, AudioCodes Channel Partner, 2Ring Advanced TAS Partner, Hewlett-Packard Preferred Partner, VMware VIP Enterprise Partner, TrendMicro Affiniti plus Partner and IBM Advanced Partner.

Company Mission

By careful monitoring of new trends and promising technologies, high proficiency of our specialists and the experience that we have gathered over the years in the market, we achieve a unique integration of ICT with our client's business. We always carefully analyze our customer's environment and integrate the proposed solution into the existing diversified infrastructure. We take pride in the quality of our solutions which has earned us our customers' trust. We value long-term relationships and provide technical support to the solutions that we have implemented as well as work on their further development.

ANECT a.s. has been active in the market since 1993 and at the moment has over 200 employees. The offices are located in Prague, Brno, Plzeň and Bratislava.

Our Vision

„In the Central European market, ANECT a.s. is a preferred provider of innovative solutions built on an integrated ICT infrastructure, enhancing customers' competitiveness and developed for the purposes of large organizations, the success of which is determined by the way and extent of using information and communication technologies.“

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