

Helping to place EUC innovation at the core of your business



# Enterprise Solutions

**enterprisesolutions**  
Knowledge. Expertise – The Solutions

Specialist EUC Support Services

25 years of experience partnering with leading IT vendors and customers to meet their business goals through innovative technology solutions – on-premise or in the cloud.

# About Enterprise Solutions:

## **In our 25<sup>th</sup> Year!**

Providing EUC solutions and services to Irish businesses ranging in size from 5 to 5,000 since 1997 specialising in Citrix, Microsoft, Consultancy, Support and Managed Services.

## **Highly skilled and accredited team**

Large Irish based technical team made up of accredited EUC Specialists dedicated to Professional Services and Support projects: Virtualization, Application Delivery, Security, Mobility & Access.

## **Platinum Partnership with Citrix & Microsoft Gold Partnership**

As accredited Partners our team can work closely with these vendors to ensure our clients are supported along their journey, including design, implementation, service and ongoing consultancy phases.

## **Ireland's leading Citrix Solutions provider**

Award winning Citrix Platinum Partner, with Specialisations in Virtualization and Network Security. A proud member of the Citrix Success Management programme.



# What's included in Our Specialist Support Service?



## Expert Support

- Multi-level Expert helpdesk
- Speedy resolution of issues
- Ticket classification & prioritization
- Issue trend analysis
- Vendor support escalation



## Optimization

- Annual environment health check
- Presentation of findings and recommendations.
- SME best-practice updates
- Semi-annual Business Review meeting; to ensure environment mirrors business goals.



## Agreement

- Team familiar with environment
- 08.00 – 18.00 Helpdesk
- 24\*7 P1 Support
- Dedicated Account Manager
- Service ticket reports from CRM



## FlexBlock

- Consultancy via Draw-down PS
- Best practice update application
- Environment change support.
- Firmware updates applied
- Expert team familiar with your environment.

## Our Expert Citrix Team



Enterprise Solutions are a **Citrix Platinum Solutions Advisor** and have earned all specialisations: Workspace Specialist; App Delivery & security Specialist.



Awarded the Citrix Platinum Specialisations of Workspace Specialist and App Delivery & Security Specialist.



Enterprise Solutions were the **first Irish & EMEA Cloud Success Partners**.



Enterprise Solutions have the **largest Citrix Team in Ireland** with experience and knowledge on the entire Citrix portfolio; DaaS, Virtualisation, Networking & Security & Work Solutions.



A Citrix CTP (Citrix Technology Professional) & a Citrix CTA (Citrix Technology Associate) are members of our team; these are invite-only memberships for Citrix Specialists.



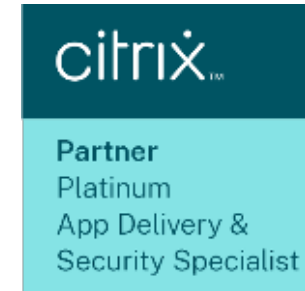
# Our Expert Citrix Team

Enterprise Solutions Team's Citrix Certification Matrix

Engineer	CTP	CTA	CCE-V	CCP-V	CC-V	CCP-ADS	CC-ADS	CC-CEM	CC-WMS	CC-SDW
S. Garry			•	•	•	•	•			•
S. O'Neill	•	•	•	•	•		•		•	•
M. O'Dea		•	•	•	•	•	•			
P. Bateman				•	•					
U. De Beer					•					
S. Muthukrishnan					•					
M. Jonaitis				•	•					
I. Banga					•			•		

Certification		Technology	
	Citrix Technology Professional (CTP) - Invite only		Virtualisation (V)
	Citrix Technology Advocate (CTA) – Invite only		App Delivery & Security (ADC/NetScaler) (ADS)
	Citrix Certified (CC)		Citrix Endpoint Management (CEM)
	Citrix Certified Professional (CCP)		SD-WAN (SDW)
	Citrix Certified Expert (CCE)		Workspace Microapps Service (WMS)

Enterprise Solutions' Citrix Accreditations



## EUC Level 3 Support Summary

Service	Description	Included
Support	Level 3+ Support Services: Expert Citrix support & efficient issue resolution	√
	Access to Citrix Technicians and Architects with tiered escalation	√
	Vendor support: Technical requests escalated to Vendor support & managed to close	√
	Issue trend analysis	√
	Remote Access, Runbook & Escalation Points of contact in-place	√
Health Check	Annual environment health-check with recommendations review meeting	√
	In depth Citrix health check to include high-level architecture diagram	On-request
Hours of cover	ES Citrix Helpdesk, 08.00 – 18.00 Monday to Friday (excluding Republic of Ireland public holidays)	√
	Out of hours, extended hours of support cover up to 24x7x365 for P1	On-request
	Out of hours project work can be scheduled on request	On-request
Consultancy	FlexBlock: Drawdown consultancy for adds, moves & change by expert team familiar with environment.	On-request

# Support Agreement: Priority, Response & Tiers.

## Response Times:

The following table shows the target of responses and resolution times for each priority level.

Service Affected	Priority	Response Time	Escalation Threshold
Service not available (all users and functions unavailable)	<b>1</b>	<1 Hour	1.5 Hours
Significant degradation of service (large number of users or business critical function affected)	<b>2</b>	<2 hours	2 Hours
Limited degradation of service (limited number of users affected, business process can continue)	<b>3</b>	<4 Hours	2 Hours
Small service degradation (business process can continue, 1 or few users affected)	<b>4</b>	4 Hours	4 Hours

*\*Note - On-site support is above +2Hrs as impacted by travel times*

*\*\*Out of hours support is subject to FlexBlock use and available for P1 only.*

## Support Tier

Support Tier	Description
Tier 1 Support	All support incidents begin in Tier 1, where the initial support ticket is created, triaged, the issue is identified & documented. Basic troubleshooting is initiated.
Tier 2 Support	NA
Tier 3 Support	Support incidents for Citrix Support are escalated to Tier 3 where support is provided by qualified and experienced Citrix engineers.  Where necessary we escalate to & collaborate with 3 <sup>rd</sup> Party Vendor Support for issue resolution.



# Key Contacts & Escalation Process

Enterprise Solutions will assign a number of key personnel to accounts for support engagement.

All onboarding commences with introduction of key members of the ES support/project team.

Key members can consist of:

- Dedicated Account Manager (AM)
- Technical Account Manager / Project Lead
- ES Management team (Sales Director, Technical Director etc)
- Operations Manager
- Service Deliver Manager
- Programme Manager
- Project Manager

Incident Management & Escalation	
Contact	
Account Manager (AM)	First PoC for escalation reporting – technical or non-technical
Project Manager (AM)	PoC for Project related queries
Service Delivery Manager (SDM)	Escalation point for technical issues or open tickets PoC for issue resolution Management, SLA & communication
Technical Director	Escalation point above SDM & PM
Sales Director	Escalation point for overall service delivery; above AM
HR Manager	PoC for HR related topics



## What our clients say:

As a Citrix Platinum partner, our leading Citrix Team has successfully delivered and managed hundreds of complex Citrix solutions, our engagement experience spans from 5 – 5,000 user sites.

Aer Lingus 

WILLIAM FRY

  
John Paul Construction

Award winning Citrix solution implemented for Aer Lingus.

The Aer Lingus 'paperless cockpit' project for 2000 devices won the **Citrix International Innovation Award**, the first Irish partner to be nominated, let alone win the award.

No business disruptions for users during the COVID-19 pandemic

The Monitored, Maintained, Managed and Supported Citrix Environment meant that users had no downtime in the shift from office to remote working, with issues being remediated before problems occurred.

Jim McDonnell, Head of IT,  
John Paul Construction

"I'm very fortunate in having a partner like Enterprise Solutions that operates like an extension of my own department. We work very closely together. They're very familiar with our setup, and they're always on hand to advise and assist. They've never let me down."



# Why choose Enterprise Solutions?



Citrix Platinum Partners



Microsoft Gold Partner



Supported by an Expert Team



25 years EUC experience

Niamh O'Donovan

086-8200040

[enterprise-solutions.ie](http://enterprise-solutions.ie)

[niamh@enterprise-solutions.ie](mailto:niamh@enterprise-solutions.ie)