



# Support & Maintenance

Making Technology work for you..



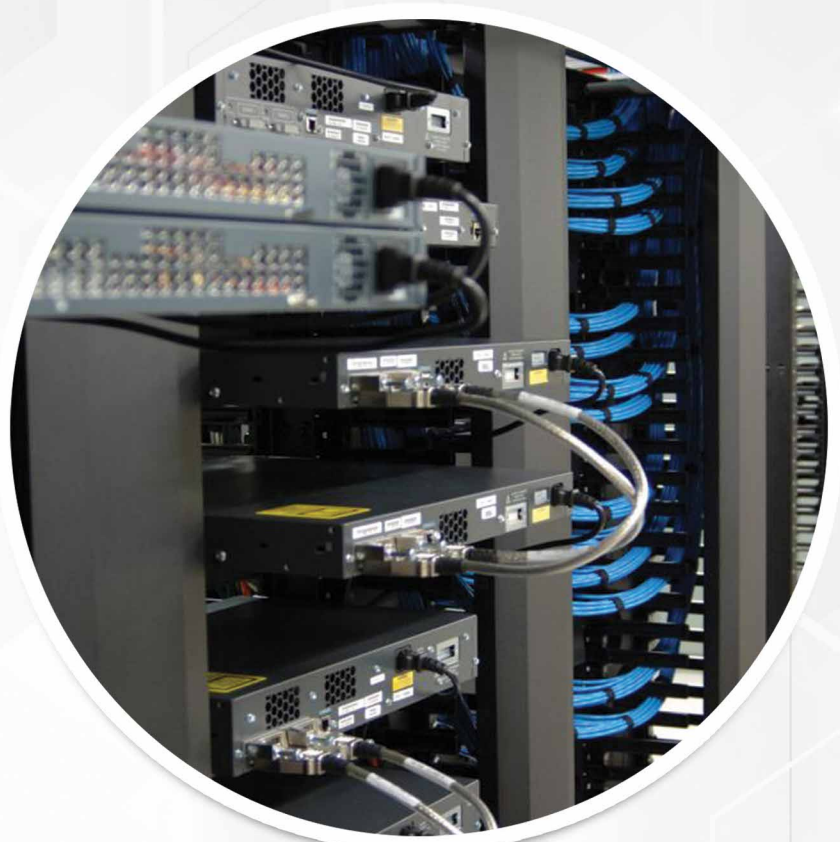
[www.interranetworks.com](http://www.interranetworks.com)

# MAKING TECHNOLOGY WORK FOR YOU!

**I**nterra offers one of the best known Support and Maintenance experiences, which enhances all forms of organizational network infrastructure and desktop support for Enterprise or Small sized Networks.

Our service provides end to end support and maintenance in the key functional areas of Power, Network, Applications, Desktop, Data recovery and Service desk to clients all over Nigeria. Clients are supported with industry accredited, qualified and fully inspired professionals to offer regular maintenance and support checks that would prolong the life span of your equipment, improve efficiency, erase downtime and reduce emergency repairs.

A one-stop shop for all  
your maintenance  
needs



## Network Infrastructure Support (WAN/LAN):

Our Network Support Service provides among others, diagnosis and resolution of all network and desktop associated issues with a proactive response to network incidents. Active monitoring and recording network utilization is performed in order to identify trends, anticipate potential issues, and to make recommendations on how to further improve network resilience, performance, capacity, and to enhance cost reduction.

Our Network Infrastructure support covers:

- Installation, configuration, and supporting the LANs & WANs (VSAT, Radio and Fiber links)
- Network monitoring
- Supervising of other network support technicians
- Plan, co-ordinate, and implement network security measures.
- Work with vendor support contacts to resolve technical problems
- Disaster Recovery

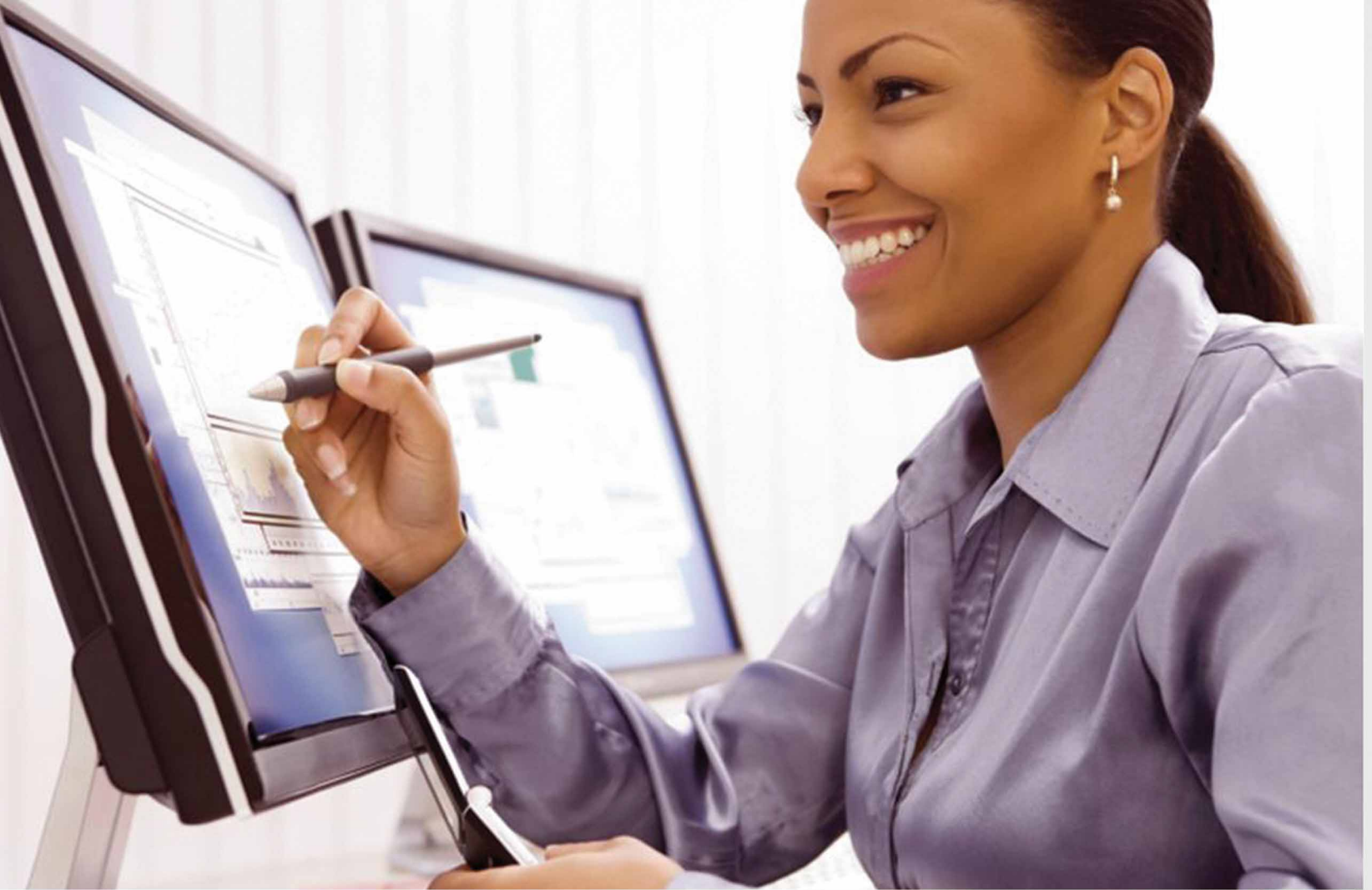
# Hardware/Desktop Support

The provision of round the clock support functionality is guaranteed for all peripheral devices, computer software and hardware attached to the Local Area Network (LAN), also providing technical support for devices irrespective of the operating systems in use.

We offer Desktop support in the following areas:

- Maintain and support all workstation hardware and software
- Disaster Recovery
- Assists with the installation, configuration, and ongoing usability of desktop computers, peripheral equipment and software within established standards and guidelines
- Recommends and / or performs upgrades on systems to ensure longevity
- Deploy and manage security patches





## Application Support

Proffers on-demand, a 24/7 application support and user tailored training. Interra's technical support keeps your business users on track, helping them leverage the full capabilities of the application technology tools provided such as:

- Trivial software/Hardware driver upgrades and changes
- Restructuring and developing applications to suite the environment
- Facilitating business processes by providing functionalities to enhance daily activities like file sharing, sharing of network devices like printers
- Proactive response to fixing errors and responding to production emergencies

# Power and Cooling Support

We provide stand-by suitable power substitutions when there is power failure and keep these devices in a good, workable state. We support cooling systems, electrical power design, load balancing, power segregation, performance checks and periodic maintenance on these devices which includes:

- Circuitry design, Planning and implementation
- Back Up and Alternative Power Management
- Development of an efficient power usage plan
- Preventive and curative maintenance on all power/cooling infrastructure

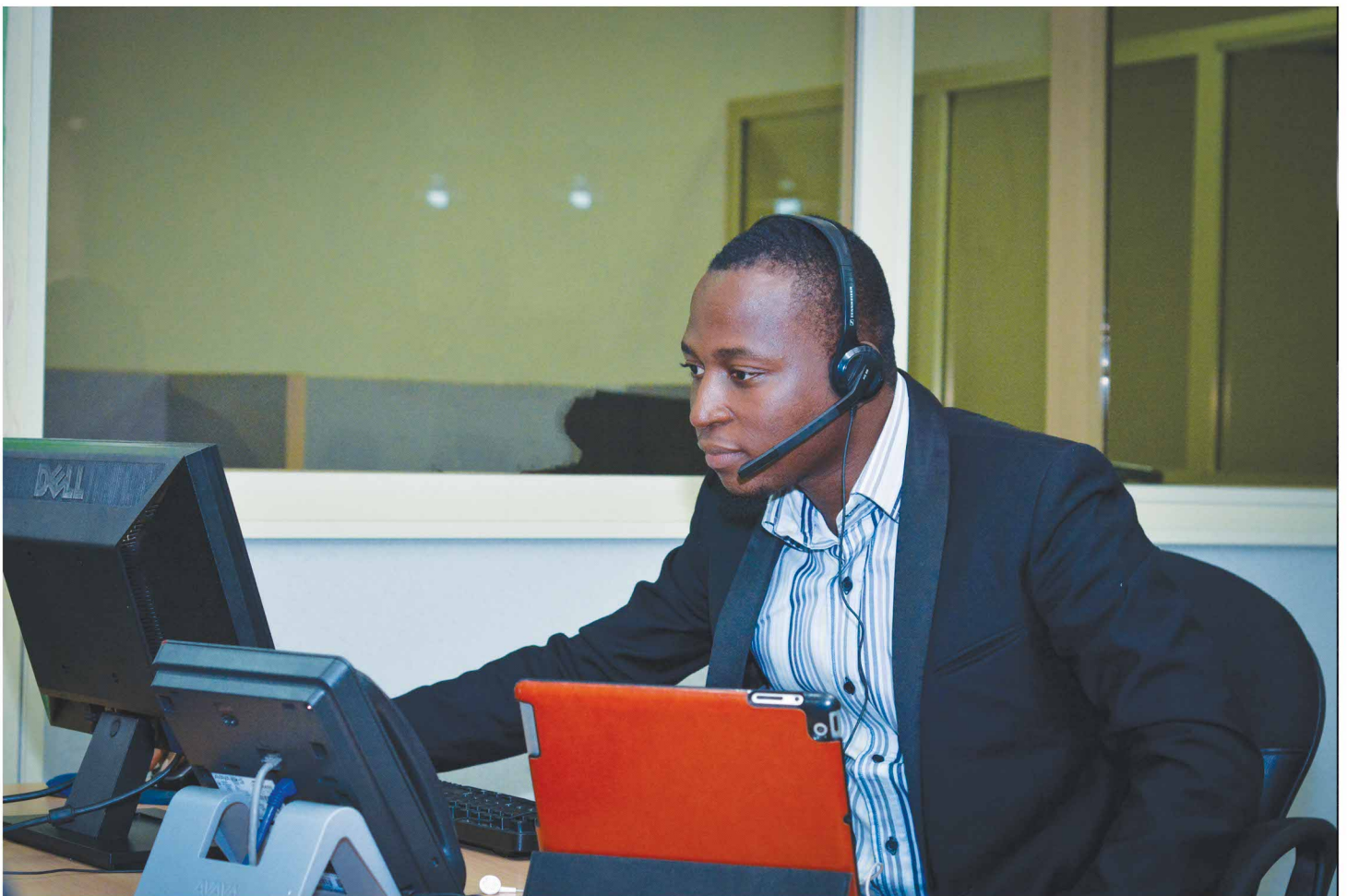


# Service Desk

The service desk is the first point of call for clients to report technical issues. It is designed in such a way that contacts can flag issues to the technical desk from their respective locations and have them resolved when the need for a field engineer's visit does not arise.

Clients can have a 24hours access to this solution and can also track the progress of their fault tickets.

- Troubleshooting and resolution of client technical issues via phone, chat, mail.
- Incident management and escalation to next level support.
- Request and Change management



# Backup and Recovery

We deliver backup and data recovery services which provide a solution to data loss, System/network backup and redundancy. Assisting you recover lost information and taking preventive measures to recover data in due time.





# ENSURING A HEALTHY MAINTENANCE CULTURE

- ✓ **Corrective maintenance:** Our Corrective maintenance plan is built around activities performed after a fault or problem emerges in a system, with the goal of restoring operability to the system
- ✓ **Preventive maintenance:** The primary goal of our preventive maintenance plan is to prevent the failure of equipment before it actually occurs. Our personnel monitor equipment deterioration so they know when to replace or repair worn parts before they cause system failure.

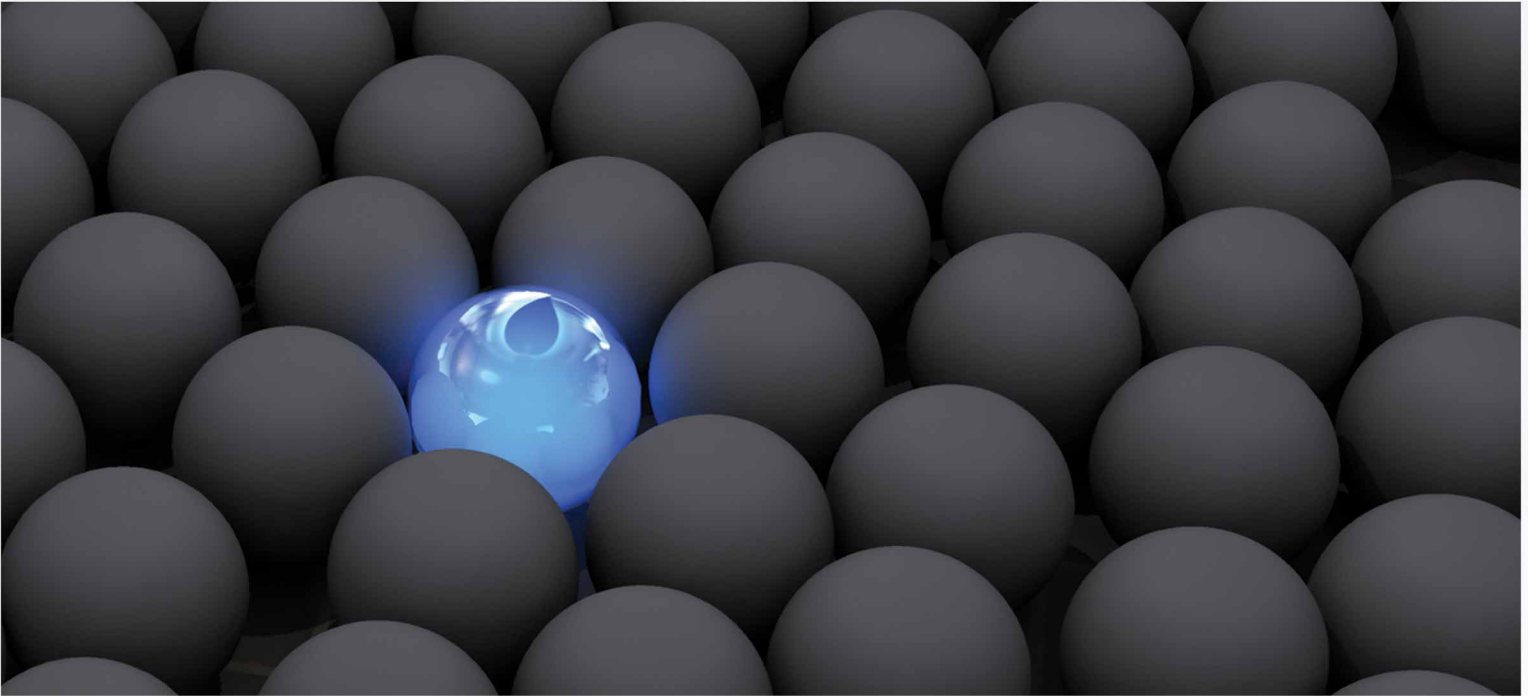
## WE DO MORE, IT COSTS LESS, IT'S THAT SIMPLE.

- ✓ Preventive Maintenance
- ✓ Corrective Maintenance
- ✓ Technical Service Desk
- ✓ Deployment of skilled IT Expert
- ✓ Industry standard Incidence Management Tool
- ✓ (ITIL) Information Technology Information Library driven
- ✓ Prompt/Excellent Service Delivery
- ✓ Standard Service Level Agreement (SLA) definitions adherence
- ✓ Flexible Support Packages suited to your budget and demands
- ✓ Presence around the country
- ✓ Excellent Field Service
- ✓ 24/7 Service Availability

### NOW YOU CAN REACH US!

- **Support line:**  
0700-INTERRA(07004682771)
- **Web-portal:**  
<http://support.interranetworks.com>
- **Chat Engine :**  
<http://support.interranetworks.com>
- **eMail:**  
<http://techsupport@interranetworks.com>

# ABOUT US



Interra Networks limited is a leading provider of next generation Business and Information Technology (ICT) solutions for the private and public sector of the emerging markets of the world. Our Competencies range from business/strategic advisory services to complex advanced IP-voice network and data web portals.

We utilize our partnerships and experience in business & technology to provide customers with value-added solutions that differentiate them from their competitors.

Our areas of specialization include the following:

- Support & Maintenance Services
- Enterprise Application development
- Network Infrastructure Solution
- Surveillance and Security
- Telecommunications Solutions
- Business Process Management Consulting
- Contact Center Services

# OUR WORKFORCE

Interra Networks Limited has a team of young specialized network/desktop/data center Maintenance Engineers that have obtained Cisco academy certifications and Huawei device specialists with relevant experience acquired over a period of 9 years. We partner with the best OEM (Original Equipment Manufacturers) to bring you the latest evolving technology and also in rectifying device related problems.

Our Service desk is made up of a team of skilled analysts trained in customer service ethics and basic troubleshooting techniques using a robust incident management and ticketing solution built on the best industry standards (ITIL: Information Technology Information Library).

# OUR EXPERIENCE



# OUR PARTNERS





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