

Bytes Security **DIRECT TO ENGINEER SUPPORT**

When every second counts, speak to an expert straightaway

As the threat landscape evolves, your existing technology is put under increasing pressure. Security teams need to support multiple vendor technologies, each with different contact processes and escalation paths. When issues occur, they need to be resolved fast to get back to business.

Bytes understand the challenge of problem resolution is compounded when support is limited to a first line team who direct tickets to vendor experts. Escalation takes time, time that IT teams don't have. So we developed SPARC (Security Partnerships Active Response Centre) to bridge the support gap.

Born from over 16 years technical support expertise as a Check Point 4 Stars Elite Partner and now extended as a full service to include Websense, F5 and RSA support, our Active Response Centre Team act as an extension of your security team, resolving critical network issues and providing advice on new technologies, patches, vulnerabilities and upgrades.

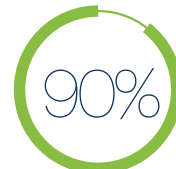
Network issues are time critical

We believe first line support causes unnecessary delay and customer waiting. So, we put you straight in touch with experts on every ticket, those people who will be actively resolving your issues. SPARC Engineers take on the resolution of complex technical problems for you.

We aim to resolve all performance issues in-house, reducing resolution time. This removes the pain and hassle of chasing tickets and gets business back up and running quicker.

SPARC is available 24/7 or business hours dependent on your needs. With remote access troubleshooting and access to priority service desks with our core vendors, we achieve swifter problem diagnosis and resolution. Time and time again.

Every SPARC Engineer is fully accredited and has a minimum of 5 years dedicated support experience with the technology you are using. You work directly with the best person to resolve your issue. Guaranteeing peace of mind.



of support tickets resolved in-house



of issues solved on 1st call (industry average 7-10%)



Drastically less customer downtime



Every engineer min 5 years experience

What makes **SPARC** different?

We don't believe in first line support. All SPARC engineers are escalation level and you speak to them direct on every call. This means you access the right level of expertise first time.

SPARC clients receive a level of support that reduces both 'time-to-fix' and their level of involvement in the ticket resolution process. This means support analysts spend a greater amount of time supporting their business and leave our experts to give them the updates.

“The amount of support help we have had with Bytes is unparalleled. We are much happier to log calls now. Previously we were disincentivised to log calls as these would burn through 'support tokens'. In the first 2 weeks of Bytes support we resolved issues open with our previous provider for over three months.

NERC

SPARC Features

Fully accredited engineers in-house, no escalation

Remote access troubleshooting for efficient and rapid issue resolution

Escalation level engineers on every call, no first line

System health checks and technical advice

Proven issue processes and simple ticket tracking

Detailed support SLAs designed to meet your demands

Reduced support overhead, we handle all vendor correspondence

Every second counts attitude, swift in-house resolutions

Remote technical assistance e.g. patch/software upgrades

SPARC - Security Partnerships Active Response Centre



Outside hours covered 24/7 x 365 (P1 only)	X	Y
Core hours covered (08.00 – 18.00) Monday to Friday	Y	Y
Technical support by phone or email	Y	Y
Web based call log tracking	Y	Y
Vendor management for resolution (if required)	Y	Y
Defined SLA for peace of mind	Y	Y
Product training courses onsite/at Bytes	Option	Option
Health check	Option	Option
Service delivery manager	Option	Option
Technical account manager	Option	Option
Onsite Vendor Assistance	Option	Option
Remote technical assistance	Option	Option
Regular technology assessments	Option	Option

SPARC Third Line Support Service

SPARC Third Line Support Service is available for our Core Technology Partners.



Our experienced support team also apply the SPARC quality principles to dedicated first and second line support, pre-sales, installation, consultancy and training services for multiple security technology partners such as Secunia, LogRhythm, Forescout, Varonis, CyberArk so can assist with your wider support needs across wider specialist security technologies.

To discuss Support further, please contact your Bytes Security account manager on:
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