

A man in profile is shown working at a computer workstation. He is looking at several monitors displaying data. The scene is dimly lit, with a warm, golden glow from the screens. The image is overlaid with a grid pattern.

**NIL**

# **NIL ASSIST**

IT ENVIRONMENT MANAGER ASSISTANCE



# YOUR GOAL: UNINTERRUPTED AVAILABILITY OF THE IT ENVIRONMENT

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The IT environment constitutes one of the key business process elements in all companies, connecting people, processes, products and services.

**No single process, or system, is static and error-free - your IT system is no exception.** Unforeseen events, equipment defects, malfunctions, failures and security incidents do happen and we can also expect them to continue happening in the future as well.

Incidents in your IT environment, as a whole or in part, directly affect **the operations of your company**, thus making it of great importance to be able to remedy or even prevent them quickly and to provide for **uninterrupted availability**.



# NIL OFFERS YOU ASSISTANCE

NIL's service **NIL Assist** assists IT environment managers in companies in providing for uninterrupted operation of the IT environment with numerous forms of preventive measures or, in case of an incident, for the remedy of issues as soon as possible.

## PREVENTIVE MEASURES:

- **Technical advice** on how to improve the settings of the current IT environment.
- Recommended new functionalities to be introduced.
- Software **updates** that improve and increase the stability and security of the IT environment.
- Software **upgrades** that extend the lifespan of elements and provision of new IT environment functionalities.
- Regular monitoring of information provided by equipment manufacturers on recently discovered **security threats**, immediate reporting and action in case of a major exposure of the company to a security incident.
- Distant monitoring of the key system operation and trend parameters with the **NIL Monitor** service.
- Regular recording of installation settings and modifications.
- Advice regarding equipment that does not meet business requirements and needs of the IT environment and needs to be properly upgraded or replaced.
- **Preventive inspection** of installation settings in the data center and redundancy operation tests.

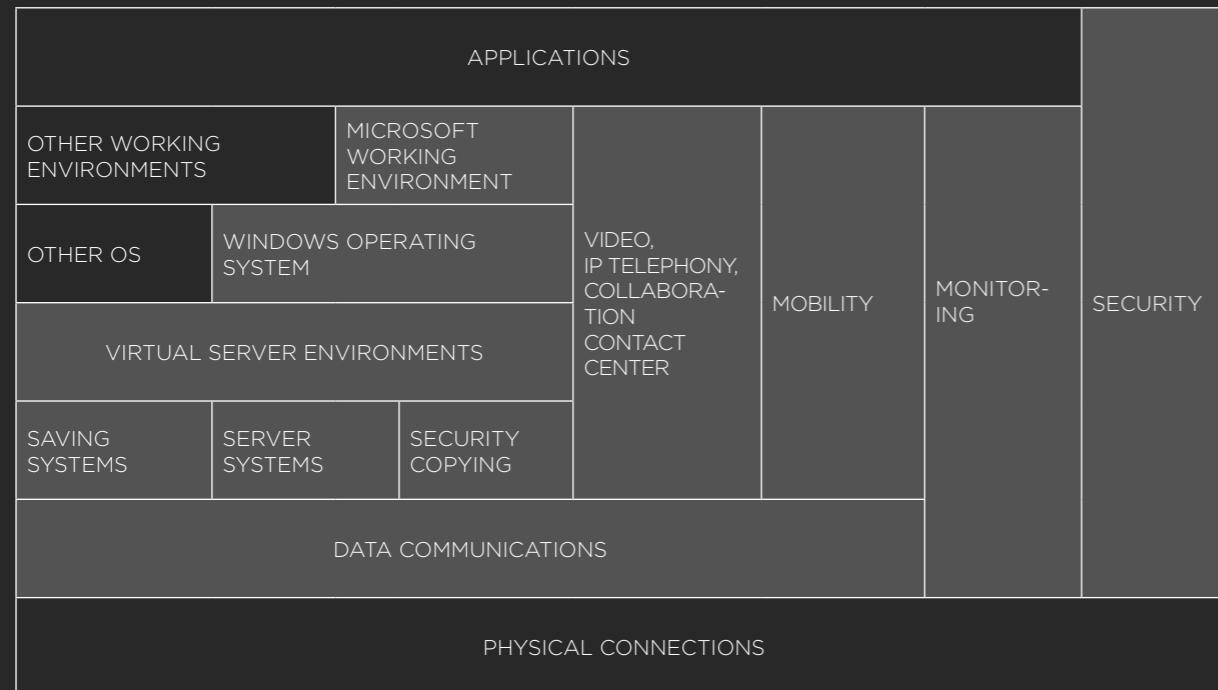
- **Workshops** with technological novelties, the best practices and business advantages of new IT approaches.
- Monitoring of the equipment age and notification of the date on which technical support from the manufacturer ceases to be provided.

## INCIDENT REMEDY:

- Replacement of the faulty equipment on the spot **without any additional costs** for the client.
- Software operation debugging and selection of a stable software version.
- Management of challenging incident remedy with the **equipment manufacturer**.
- **Seeking of, and elimination, of grounds** for improper operation as a result of a modified IT environment (new users, increased traffic, changed data currents, new applications).
- Incident diagnostics and elimination of improper operations as a result of software failures, hardware incompatibilities or erroneous settings.
- Immediate response as soon as a security incident is detected.
- Assistance in **re-establishing** an operational IT environment after the incident has been remedied.
- NIL draws up a **report** on the cause of the incident, how it was remedied and suggests preventive measures.

# ASSISTANCE AREAS

IT environment operation assistance is provided in **all main IT areas**, from data communications to user business desktops.



■ NIL's areas

# HIGH QUALITY GUARANTEED

## HIGH-QUALITY ASSISTANCE IS GUARANTEED BY:

- **state-of-the-art know-how** of our certified experts in various IT areas,
- several successful **references** in our clients' environments,
- **back-up equipment**, which is always available for interventions at your location,
- **contract with the manufacturer** for all equipment included in the assistance,
- **diagnostic equipment and environments** used for simulation purposes,
- well-established and **proven assistance process** applied for more than two decades.



# NIL'S ASSISTANCE REGIMES

Given the complexity, criticality and importance of the IT environment for your operations, NIL offers **various NIL Assist service regimes**. The selected regimes bound us to the periods of time and methods of resolving detected incidents and the preventive measures to be carried out for you. A carefully designed and regularly checked **assistance contract with SLA parameters** (rectification of failures within a contractually specified period of time) serves as the basis for limiting operation risks regardless of the potential scope of issues and the time of the incident.

NIL Assist regime	Application in the environment
<b>NON-STOP</b>	IT environment in the data center and all critical equipment that requires a high level of availability for unimpeded operations of the company.
<b>NON-STOP/REDUNDANCY</b>	IT environment in the data center designed in a full redundancy manner.
<b>ALIVE SAMEDAY</b>	Specific services in the IT environment that do not cause a jam in company operations to a greater degree if the jam lasts for a few hours.
<b>ALIVE UPGRADE</b>	Software solutions of individual services that require regular updating to main software versions.
<b>ALIVE</b>	User devices, distant location and specific service equipment that impede the operations of various users if non-operational.
<b>SUPPORT</b>	Equipment that experiences failure and that can be replaced by your IT system engineer but which requires software and technical support in case of other incidents.

## PRESENTATION OF NIL ASSIST REGIME LEVELS



NIL Assist regimes

# NIL ASSIST REGIMES



NIL ASSIST REGIME	TIME NEEDED FOR HANDLING INCIDENTS	GUARANTEED PERIOD OF TIME WITHIN WHICH INCIDENTS ARE REMEDIED	NOTIFICATION OF RESOLUTION PROGRESS	REPLACEMENT OF THE FAILED EQUIPMENT WITH SUBSTITUTE EQUIPMENT	TECHNICAL SUPPORT (8/5)	BUSINESS, TECHNOLOGICAL WORKSHOP (2 HOURS)	SUPPLY AND INSTALLATION OF SECURITY CORRECTIONS	SUPPLY AND INSTALLATION OF SOFTWARE UPDATES (THE SAME MAIN VERSION)	SUPPLY AND INSTALLATION OF SOFTWARE UPGRADES (MAIN VERSIONS)	DISTANCE MONITORING AND MONTHLY OPERATION REPORT	PREVENTIVE INSPECTION OF THE DATA CENTER
NON-STOP	24/7	4 to 8 hours	1 hour	✓	✓	✓ (max. three times per year)	✓ (unlimited)	✓ (max. twice per year)		✓	✓
NON-STOP/ REDUNDANCY	24/7	4 to 8 hours	1 hour	✓	✓	✓ (max. three times per year)	✓ (unlimited)	✓ (max. twice per year)		✓	✓
ALIVE SAMEDAY	8/5	same working day	2 hours	✓	✓	✓ (max. twice per year)	✓ (unlimited)	✓ (max. once per year)			
ALIVE UPGRADE	8/5	next working day	4 hours	✓	✓	✓ (max. once per year)	✓ (unlimited)	✓ (max. twice per year)	✓ (max. once per year)		
ALIVE	8/5	next working day	4 hours	✓	✓	✓ (max. once per year)	✓ (unlimited)	✓ (max. once per year)			
SUPPORT				✓ (within 5 days at NIL's location)	✓		✓ (supply only)	✓ (supply only)			

# DETAILED SERVICE CONTENT

## **NIL's assistance center**

NIL's assistance center operates 24 hours a day, 365 days a year, at your disposal 24 hours a day for equipment under the Non-Stop regime and for all other regimes between 8 AM and 4 PM.

## **Reporting an incident and response**

Always inform us of an incident via e-mail or NIL's portal. If you have the Non-Stop regime, you can also contact us on our telephone number on duty.

## **Handling of the incident**

If you have the Non-Stop regime, the incident will be handled within an hour, whereas, if you have any of the other regimes, during our working hours in compliance with the period of time listed above with regard to handling incidents.

## **Guaranteed period of time within which incidents are remedied**

Major and critical incidents are handled with great care and are remedied within 4 hours or no later than the next working day, depending on the NIL Assist regime. If NIL finds the company would not be able to remedy the incident on time and at a high-quality level, it seeks assistance from the technical service of the manufacturer.

## **Notification of progress made in handling incidents**

You will be regularly notified of the progress made in handling major and critical incidents via e-mail or telephone, in compliance with the terms and conditions of your NIL Assist regime. If the case is critical, our management and yours are also timely involved in the notification process.

## **Replacing failed equipment**

A replacement of failed equipment with operational one is guaranteed in all regimes. If you have one of the higher regimes, equipment is replaced at your location by NIL, whereas, if you have the Support regime, the failed equipment is replaced with back-up equipment by your IT engineer. Failed equipment delivered to our headquarters will be replaced within 5 days.

## **Technical support**

Our experts are available on all working days between 8 AM and 4 PM for any prevention technical enquiries regarding IT environment settings, explanations pertaining to the introduction of new functionalities, proper and more efficient operations of the IT environment as well as for any unclear matters regarding the existing IT environment.

## **Technological, business workshops**

NIL facilitates the organization of 2-hour workshops at its headquarters (if the workshop would prove of interest to a greater number of people, also at yours) during which you will be informed of technological novelties, best practices and also business advantages pertaining to the introduction of new IT solutions.

## **Installation of security corrections in case of security incidents**

NIL will notify you in writing of any security incidents that it deems a greater threat to your IT environment within 3 days after such an incident has been reported by the manufacturer and will install security corrections free-of-charge within 7 days after you have agreed thereto.

## **Supply and installation of software updates**

NIL facilitates free-of-charge updates of software forming part of the same functionality and the same main version. Such updates provide for greater reliability in the operations of existing equipment and the introduction of a few new, minor functionalities.

Software will be updated within 30 days following a written request. Updating software does not include extending existing hardware.

Software updates to be carried out on your own are available in the Support regime.

## **Supply and installation of software upgrades**

The Alive Upgrade regime facilitates free-of-charge supplies and upgrades of software to the most recent main versions that bring about new functionalities and facilitate a longer life span of the existing software as well as compliance with business process and user requirements.

Software will be upgraded within 30 days following a written request. Updating software does not include the extending of existing hardware or the transfer of software to another environment.

### ■ Distant monitoring and monthly reports

If you have the Non-Stop regime, you can also make use of distant monitoring, as NIL's monitoring center will be in charge of regularly monitoring the operations of your IT environment while you only focus on the results thereof.

The service includes all costs pertaining to initially establishing the distant monitoring, equipment and operations, offering you:

- monitoring the operations and loads experienced by devices,
- notifications of any failures or deviations from expected values via e-mail,
- online access to the operation of your IT environment via the monitoring system,
- daily saved device configurations,
- monthly reports including operation trends and statistics,
- written recommendations for IT environment improvements.

### ■ Preventive inspection of the data center

In IT environments, where more than half (60%) of the equipment is under the Non-Stop or Non-Stop/Redundancy system, preventive annual inspections of central equipment, security access and archiving procedure settings and the operation of redundancy mechanisms are carried out. After the inspection is completed, technical documentation is adjusted to the actual status of the data center.



# ALL INCLUDED

**NIL Assist includes all the required support license fees of equipment manufacturers and all costs incurred by NIL for rendering the NIL Assist service:**

- supply and installation of software upgrades,
- replacement of failed equipment,
- monitoring operations and drawing up reports,
- interventions at your location,
- communication with the manufacturer,
- travel costs, and
- time spent by our engineers to render the service.





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