



## Benefits

- ◆ Qualified Engineers
- ◆ Expert assistance to complement your staff
- ◆ Minimise strain on your in-house resources
- ◆ Access to specialist skills

## Services

There will be times when you need a pair of highly skilled IT hands to manage the extra work of installing and configuring new equipment, while at the same time, you need to keep tight control over your expenditure. This is where Comcen can help.



## Installations

We take care of the time-consuming, but essential day-to-day routine tasks of installing your new IT devices - be it desktop PCs, notebooks, printers, servers, storage, whiteboards, projectors, etc.

Our capabilities range from installing a new printer to a complete turnkey installation for projects of all sizes. We work with our customers from the start of the project through to final commissioning, ensuring a trouble-free installation that is within your budget.

## Migrations

Free up your valuable resources when migrating applications and infrastructure from one platform to another. When you are looking to produce cost savings by standardising on hardware and software, Comcen will work closely with you to determine the best strategy for migration.

## System Validation and Testing

Comcen works hard to ensure that the products we supply work as intended from day one of the installation.

To this end, we run validation services that let customers test software and systems before they even leave us. That way you have the security of knowing that the system we deliver is an exact match to your business needs.

## Healthchecks

Comcen provide all of our customers and potential customers with a free annual ½ day health check, which is designed to give you the opportunity to discuss areas that may concern you such as:

- Overview of your current systems and network
- Does your system meet your expectations?
- What is your replacement strategy?
- Are you planning any new projects?
- Will your present system(s) work with the new solution?
- Do you have enough disk space?
- How vulnerable are your systems?
- Is your data being backed up properly?

A full report of discussions and findings will be presented to you following our visit.

This can be followed up with a full audit of hardware, software, topology, configuration, and system status.



## Project Management

Comcen believes that the success of any project is the ability to deliver well planned implementations to a wide range of customers with varying needs.

Before any project starts, objectives and business goals are defined. The deliverables of the project are created based on the objectives - not the other way around.

Our aim is to determine:

- Why are you spending money and time on this project?
- What problems are you trying to solve?
- What opportunities are you trying to exploit?
- What does your project need to accomplish?
- What are the criteria for success?
- If the project is successful, what will it mean for your organisation?
- What is the impact of not doing anything?



Early in every project, it is decided what criteria will determine whether or not the project is ready, choosing criteria which is realistic, measurable, documented, and aligned with what 'quality' means to you.

We believe that the time spent writing each plan is extremely important. We spend time analysing what it will take to make the project successful, in an effort to reduce and even eliminate the number of surprises.



## Quality

All the systems we provide are exhaustively tested before despatch. As an ISO9001-2000 company, we have stipulated in our ISO manual that any deviation in our testing procedures needs to be confirmed in writing. Our rigorous testing and configuration standards means that we supply systems with a ready-to-use reliability that can be put to work straight away.



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