Q ASSOCIATES

Specialist IT Services

Token-Based Support Services (TBSS)

Service Overview

Support services when you need them. Pay for what you use.

Increasingly, our clients ask us to deliver specialist IT services to assist in work schedules when an engineer is not required onsite for a full working day. These requirements often fall outside the scope of traditional maintenance contracts and may include professional services, consultancy, system administration or simply advice.

For clients who do not require a full-time managed services contract, Q Associates has developed a simple token-based support service designed to be consumed and charged in flexible time slots, covering services outside the scope of traditional maintenance support contracts.

This enables the client to expedite topping up their own or vendor skills and resources. The full range of skills can be delivered in 30-minute timeslots.

Because we are not scheduling full days with the corresponding draw on resources, it's a very efficient and effective way to get access to bespoke services, skills and knowledge base as and when you require them.

Q Associates

Award-winning Support Services

Specialist Knowledge

Available Services

Q Associates offers a broad range of specialist support and technical skills across technologies that include:

- **Modern Workspace**
  Microsoft 365, Microsoft Teams, Sharepoint Online, Windows 10
- **Virtual Desktop Infrastructure (VDI)**
  VMware Horizon Cloud, Citrix XenApp Essentials, Microsoft Azure Remote Desktop
- **Cloud Platforms**
  Microsoft Azure, Oracle Cloud, AWS
- **Operating Systems & Hypervisors**
  Linux (various), Solaris, AIX, Windows, VMware vSphere, Hyper-V
- **Compute Platforms**
  IBM, Lenovo, NetApp HCI, Cisco UCS, Cisco Hyperflex, Oracle, Dell
- **Converged & Hyperconverged Platforms**
  VMware VSAN, Cisco Hyperflex, FlexPod, NetApp HCI
- **Storage Hardware & Software**
  NetApp, IBM, HDS, Lenovo, Dell
- **Database**
  Oracle DBEE/SE, Oracle MySQL, Microsoft SQL, MongoDB
- **Backup & Recovery**
  Veritas, Veeam, Commvault, Rubrik
- **Networking (LAN, WAN & Wireless)**
  Cisco, HPE/Aruba, Nortel, F5
- **Security/SIEM**
  Cisco, Juniper, Checkpoint, Splunk, Aruba Security, Azure Security
- **Monitoring & Analytics**
  Splunk, LogicMonitor, Solarwinds, HPE/Aruba, Oracle EM, VMware vROPs/Cloud Suite
- **Design, Configuration and Support**
  Services to support all the above technologies.

How does Token Based Support work?

- Purchase support tokens in advance. No need to raise a PO when you need help.
- Use tokens to buy technical support when you need it. Tokens can be spent in 30 minute blocks, using only what you need from your TBSS credit balance.
- Customers can use Support Tokens as and when they require additional Professional Services support. Tokens are valid for a period of one year from date of purchase.
- Customers with Support Tokens can register support requests with our Service Desk via email **tokensupport@qassociates.co.uk**. A unique tracking reference will be issued to enable tracking of requests and resolution.
- Tokens are allocated at a minimum usage rate of 1 token per 30 minutes support. This may increase subject to specific technical requirement and requested schedule e.g. out of hours work.
- Work deliverables and tokens required will be agreed before any time is scheduled or tokens used.
- Token Pricing: An initial starter bundle of 100 tokens is £7,500 which includes setup, tracking and access to the service. Additional tokens can be purchased in bundles of 20 tokens or more.

Summary of Token Based Support Services

- Flexible pre-paid remote support across a broad range of technologies.
- Seamless, remote troubleshooting and technical assistance.
- Qualified and experienced consultants available to provide specialist support.
- Assistance will be provided via phone and WebEx sessions, or can be converted into on-site days.
- A single point of contact for all your professional services needs.
- Monthly reports detail work delivered, date/time delivered, tokens used and tokens remaining.

Q Associates

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To find out more, get in touch. We're ready to help.

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