



AT A GLANCE

What are the benefits?

- A support or managed services contract is the basis for driving long term, and close client relationships and being perceived as a true value add partner
- Allows your client IT resources to stay focused on their core tasks and priorities
- Allows channel sales people to focus on selling and not getting involved in their customers technical problems
- Clients will benefit from not having to manage their software cloud services renewals as they are now provided as part of their support contract
- The services scale as your clients grow by simply adding more devices , users or storage to the packs
- Gives your client confidence that expert help is a phone call away

Channel IT Support Packs

Increasing recurring revenue and margin for IT resellers and building stronger client relations

Marathon is a professional services partner for IT resellers and distributors across the whole of the UK helping to deliver their IT solutions as a white label service or as a nominated partner

Marathon's channel support packs now offer resellers an opportunity to add even more value and grow their client business on a long term basis.

Support service modules can be bought individually or as a pack and are paid for on a monthly or annual subscription, in advance, your choice.

Two standard support packs are available which can be mixed and matched as required:

Systems Support Pack

- Service Desk
- Remote Support
- On Site support and backfill
- Remote Management & Monitoring
- Fully Managed / outsourced IT

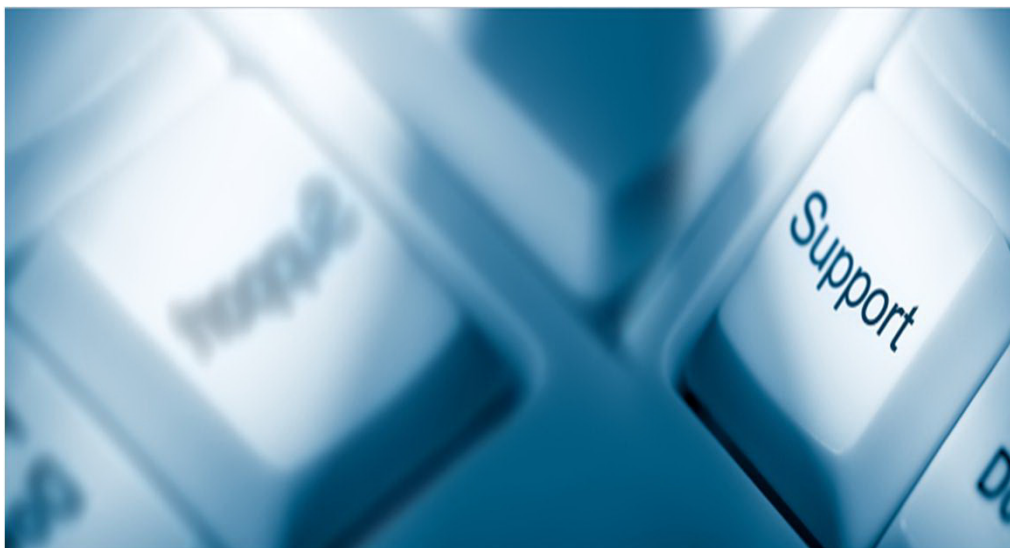
Cloud Service Pack

- Email Anti-Virus / Spam
- Email Continuity
- Email Archive
- Anti-Virus / Spam for Web
- On Line Backup

Our Helpdesk and Datacentres all reside in the UK and are manned by UK staff

For more information speak with our Professional Services Team on 0208 329 1000
sales@marathon-ps.com

MARATHON ITS PROFESSIONAL SERVICES



System Support Pack

- **Service Desk**
Marathon's service desk offers 1st, 2nd and 3rd line helpdesk support and is ITIL aligned to provide a fully managed or IT outsourced capability
- **Remote Support**
Telephone and remote dial in support enables our support team to quickly diagnose the root cause of issues and includes a full remote control capability
- **On Site Support & Backfill**
For clients requiring regular on site housekeeping or a guaranteed SLA to site, our field engineers are highly trained across multiple technologies. Where holidays or sickness are causing a resource problem, Marathon provides both CRB and SC cleared, full time employees, from 1 day to longer term engagements
- **Remote management & Monitoring**
Lifecycle management for Server, Networking and Security devices is provided for by proactively monitoring alerting and managing infrastructure 24x7x365.

Cloud Services Pack

- **Email Anti-Virus / Spam**
Marathon's Antivirus service gives your clients real-time threat protection against viruses, spyware and other malware without slowing down desktop devices even during scans and updates
- **Email Continuity**
Allows clients to access and respond to email even if their on-premise email server is offline
- **Email Archive**
Archive emails and documents in their original state – in a central, tamper-proof store – to help with compliance, e-discovery and internal investigations
- **Anti-Virus / Spam for Web**
Protects servers, PCs and laptops on the move, from websites pushing malware, phishing sites, proxies, spyware and adware, botnets, and SPAM.
- **On Line Backup**
Advanced de-duplication, compression and security techniques ensure fast backup with minimum storage requirements, which saves on cost and protects client data

• WHAT'S INCLUDED?

- Marathon support all of the leading technologies across the IT infrastructure including but not limited to:

Microsoft

- **Server**
| 2003 | 2008 | 2012 |
- **Active Directory**
| 2003 | 2008 | 2013 |
- **Exchange**
| 2003 | 2007 | 2010 | 2013 |
- **SQL Server**
| 2008 | 2012 | 2014 |
- **Lync Server**
| 2010 | 2013 |

Citrix

- **XenApp**
- **XenDesktop**
- **XenServer**
- **XenMobile**
- **NetScaler**
- **CloudBridge**
| All Versions |

Virtualisation Platforms

- **VMware vSphere**
- **VMware View**
- **Hyper V**
- **Citrix XenServer**
- **Citrix XenDesktop**
| All Versions |

Back Office

- **Anti Virus | Spam**
| Symantec | McAfee | Sophos | Kaspersky | GFI |
- **Backup**
| Symantec Backup Exec |

For a complete skills matrix please visit: www.marathon-ps.com

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