



Kanatek Client Support (KCS)

Mission-critical infrastructures need to be supported to protect organizations. Network failure, loss of data, or delayed access to data can all have a material effect on enterprises. Kanatek protect s your organization's investments with tailored, 24x7 support contracts.



Kanatek Client Support is a 24x7 Data Management technical support service and provides unique value to clients.

HERE IS WHAT WE DO:

- Prevent escalation
 - Immediate access to help desk
 - Bilingual 24x7x365 support
 - High resolution of issues without escalation (call closure rate ~95%)
- Deliver a Streamlined Support Experience
 - Depth of knowledge of your environment
 - Ability to consolidate contract management
 - Customized SLAs resulting in faster response times
- Multi-Vendor Support
 - Kanatek has deep understanding of your heterogeneous IT environment
 - Kanatek will resolve problems involving multiple vendors to deliver seamless and appropriate solutions and support