

Service Protect

We are delighted to announce the **introduction of Service Protect**, an exciting new service that will resolve problems faster and eliminate demarcation points, ensuring peace of mind by **reducing business risk and increasing operational efficiency**.

Service Protect offers full fault investigations and a guaranteed engineering response within just **12 working hours** of the service being invoked.

	Standard	Service Protect
Resolution of fault or issue up to SCG provided demarcation point	✓	✓
Further investigation into a non maintained PBX fault		✓
Interrogation and review of existing local network, switches & servers in a fault scenario		✓
Review and fault finding on customer supplied / 3rd party firewalls & routers		✓
Fault investigation and review of wireless access points		✓
Investigations into 3rd party provider SIP, Data and Hosted products that are part of the customers overall solution		✓
Guaranteed engineering visit date with 8 working hours of Service Protect being invoked		✓
Access to specialist engineering resource to resolve a fault for a 40 hour period per annum		✓
Best practice advice & recommendations on customers overall solution to resolve a fault or performance issue		✓

