

**Datasheet**

# Virtual Support

Logicalis' Virtual IT (VIT) is a contract-based offering that allows you access to our technical resources through a time-and-material, pay-as-you-go mechanism or a pre-paid block of hours. The VIT contract is valid for one year from the contract signing date. This service provides maximum flexibility in how and when the hours are used to perform ad-hoc support. Logicalis has more than 100 technologists, with thousands of certifications, who are part of the Professional Services Team that is available to you.

**Benefits of using Logicalis VIT include:**

- Access to a variety of Logicalis service technologists
- Yearly contracts to simplify the service request process
- Remote availability for quicker response times
- Priority access to resources, scheduled on a best-effort basis
- An easy way to fill the gaps in an in-house IT team

Scheduling is easy; once you have a VIT contract in place, you can contact us through one of the methods below to schedule service. When a service request is placed, Logicalis will review and acknowledge each request within one business day of receipt. We will then contact you to discuss scheduling the delivery of the services, which will be based on the availability of resources. Service requests must be submitted via the customer portal or by phone.

## Supported Technologies

### Data Center & Storage

- AIX
- Data Protector
- EMC Storage
- HP Storage
- HP-UX
- i5/OS
- IBM Storage
- NetApp
- Tivoli Storage Manager
- Veeam
- VMware
- Windows
- x86

### Microsoft

- Microsoft Active Directory
- Microsoft Exchange
- Microsoft Office 365
- Microsoft Skype for Business (does not include voice services)
- Microsoft System Center

### Communication & Network

- Cisco IP Telephony
- Cisco Security
- Cisco LAN
- Cisco WAN
- Palo Alto

## How to Contact VIT

### Call

888-550-8324

### Website

Custom link provided at time of setup

### Regular Hours

M-F, 8:00am-8:00pm

Calls outside these times will be reviewed on the following business day and scheduled on a best-effort basis. EST.