



Global Support Services

ICC is a global and independent IT solutions company, providing a comprehensive and customer-focused service to the SME, enterprise and public sector markets. We're committed to investing in our resources, our facilities and our training. We believe if you're going to maintain customer service at high levels, that kind of commitment is essential.

Our companies vision is to deliver top class IT services with perfection and efficiency. We have qualified and trained engineers in Europe, North America, South America and Australia, offering a truly global and dynamic reach.



we get **IT**

Global Support Services Overview



- **Fully-vetted local engineers**
Consistently deliver quality results
- **24 X 7 global stock locations**
Eliminate wait time for spares
- **Local procurement**
Remove import costs
- **Transparent governance model**
Information disclosure, clarity and accuracy
- **Bilingual language capabilities**
(English and local language)

24x7 International break/fix support

- Midrange, high-end and enterprise server hardware maintenance
- Enterprise and desktop system maintenance and troubleshooting
- 4hr SLAs
- 24x7 call centre

Health & Performance Checks

- Report on performance of select server and storage
- ICC service (resiliency, best practice, recommendations (firmware, patching, software), environment considerations)
- Audit service

Configuration

Soft Installation, soft configuration, soft best practices. OS, server, storage, infrastructure.

Examples:

- Configure storage array into LUNs
- Configure OS for best practice
- Virtualise an estate
- Configure HCI solution
- Add logical resiliency to an estate
- Configure SAN/ ether switches

New Hardware/HCI Install

- Rack and stack
- Initialisation
- Base configuration
- O/S Installation
- Virtualisation
- Storage configuration
- Storage presentation
- Data migration

Up to 50% reduction than vendor pricing. Security Cleared and Vendor certified Engineers.

Smarthands

- Worldwide Smarthands services

Migration Examples

- Migrate data to new storage
- Migrate to the cloud
- Migrate to new OS
- Virtualise environment
- Install and configure pre-migration backup

Upgrade Examples

- Storage array: additional disks, firmware*, storage migration
- Server: CPU / memory / IO cards, OS, virtualisation
- Infrastructure: SAN switching, IO upgrade and speed upgrade, Ether switching, speed upgrade / hardware refresh

*firmware may have vendor restrictions



Global Support Services Overview

Country	HP	Cisco	Nortel	Avaya	Microsoft	Maintenance & Warranty	Installation Services	Storage	Enterprise	Servers	Networks & Wi-F	Smarthands	Service	Service Availability	
Afghanistan	Call	Call	Call	Call	Call	Call	Call	CALL	CALL	CALL	CALL	CALL	9 x 5	At present no service offered	
Albania	✓	✓	✓	✓	✓	✓	✓	HP/Dell/EMC/NetApp/IBM	HP UX	SUN	IBM Unix	"IBM, HP, Dell, Fujitsu"	✓	✓	9 x 5
Algeria	✓	✓	✓	✓	✓	✓	✓	HP/Dell/EMC/NetApp/IBM	CALL	SUN	IBM Unix	"IBM, HP, Dell, Fujitsu"	✓	✓	9 x 5
Argentina	✓	✓	✓	✓	✓	✓	✓	HP/Dell/EMC/NetApp/IBM	HP UX	SUN	CALL	"IBM, HP, Dell, Fujitsu"	✓	✓	24x7
Australia	✓	✓	✓	✓	✓	✓	✓	HP/Dell/EMC/NetApp/IBM	HP UX	SUN	IBM Unix	"IBM, HP, Dell, Fujitsu"	✓	✓	24x7
Austria	✓	✓	✓	✓	✓	✓	✓	HP/Dell/EMC/NetApp/IBM	HP UX	SUN	IBM Unix	"IBM, HP, Dell, Fujitsu"	✓	✓	24x7
Azerbaijan	✓	✓	✓	✓	✓	✓	✓	HP/Dell/EMC/NetApp/IBM	HP UX	SUN	IBM Unix	"IBM, HP, Dell, Fujitsu"	✓	✓	24x7
Bahamas	✓	✓	✓	✓	✓	✓	✓	HP/Dell/EMC/NetApp/IBM	HP UX	SUN	IBM Unix	"IBM, HP, Dell, Fujitsu"	✓	✓	24x7
Bahrain	✓	✓	✓	✓	✓	✓	✓	HP/Dell/EMC/NetApp/IBM	HP UX	SUN	IBM Unix	"IBM, HP, Dell, Fujitsu"	✓	✓	24x7
Bangladesh	✓	✓	✓	✓	✓	✓	✓	HP/Dell/EMC/NetApp/IBM	CALL	CALL	CALL	"IBM, HP, Dell, Fujitsu"	✓	✓	9 x 5
Barbados	✓	✓	✓	✓	✓	✓	✓	HP/Dell/EMC/NetApp/IBM	HP UX	SUN	IBM Unix	"IBM, HP, Dell, Fujitsu"	✓	✓	24x7
Belarus	✓	✓	✓	✓	✓	✓	✓	HP/Dell/EMC/NetApp/IBM	CALL	SUN	CALL	"IBM, HP, Dell, Fujitsu"	✓	✓	9 x 5
Belgium	✓	✓	✓	✓	✓	✓	✓	HP/Dell/EMC/NetApp/IBM	HP UX	SUN	IBM Unix	"IBM, HP, Dell, Fujitsu"	✓	✓	24x7
Belize	✓	✓	✓	✓	✓	✓	✓	HP/Dell/EMC/NetApp/IBM	CALL	CALL	CALL	"IBM, HP, Dell, Fujitsu"	✓	✓	9 x 5
Benin	✓	✓	✓	✓	✓	✓	✓	HP/Dell/EMC/NetApp/IBM	CALL	CALL	CALL	"IBM, HP, Dell, Fujitsu"	✓	✓	9 x 5
Bermuda	✓	✓	✓	✓	✓	✓	✓	HP/Dell/EMC/NetApp/IBM	CALL	CALL	CALL	"IBM, HP, Dell, Fujitsu"	✓	✓	24x7
Bhutan	✓	✓	✓	✓	✓	✓	✓	HP/Dell/EMC/NetApp/IBM	HP UX	SUN	IBM Unix	"IBM, HP, Dell, Fujitsu"	✓	✓	24x7
Bolivia	✓	✓	✓	✓	✓	✓	✓	HP/Dell/EMC/NetApp/IBM	HP UX	SUN	IBM Unix	"IBM, HP, Dell, Fujitsu"	✓	✓	24x7
Bosnia & Herzegovina	✓	✓	✓	✓	✓	✓	✓	HP/Dell/EMC/NetApp/IBM	HP UX	SUN	IBM Unix	"IBM, HP, Dell, Fujitsu"	✓	✓	24x7
Botswand	✓	✓	✓	✓	✓	✓	✓	HP/Dell/EMC/NetApp/IBM	CALL	CALL	CALL	"IBM, HP, Dell, Fujitsu"	✓	✓	9 x 5
Brazil	✓	✓	✓	✓	✓	✓	✓	HP/Dell/EMC/NetApp/IBM	HP UX	SUN	IBM Unix	"IBM, HP, Dell, Fujitsu"	✓	✓	24x7
Bulgaria	✓	✓	✓	✓	✓	✓	✓	HP/Dell/EMC/NetApp/IBM	HP UX	SUN	IBM Unix	"IBM, HP, Dell, Fujitsu"	✓	✓	24x7
Burkina Faso	✓	✓	✓	✓	✓	✓	✓	HP/Dell/EMC/NetApp/IBM	CALL	CALL	CALL	"IBM, HP, Dell, Fujitsu"	✓	✓	9 x 5
Burma (Myanmar)	✓	✓	✓	✓	✓	✓	✓	HP/Dell/EMC/NetApp/IBM	HP UX	SUN	IBM Unix	"IBM, HP, Dell, Fujitsu"	✓	✓	24x7
Burundi	✓	✓	✓	✓	✓	✓	✓	HP/Dell/EMC/NetApp/IBM	CALL	CALL	CALL	"IBM, HP, Dell, Fujitsu"	✓	✓	9 x 5
Cambodia	✓	✓	✓	✓	✓	✓	✓	HP/Dell/EMC/NetApp/IBM	HP UX	SUN	IBM Unix	"IBM, HP, Dell, Fujitsu"	✓	✓	24x7
Cameroon	✓	✓	✓	✓	✓	✓	✓	HP/Dell/EMC/NetApp/IBM	CALL	CALL	CALL	"IBM, HP, Dell, Fujitsu"	✓	✓	9 x 5
Canada	✓	✓	✓	✓	✓	✓	✓	HP/Dell/EMC/NetApp/IBM	HP UX	SUN	IBM Unix	"IBM, HP, Dell, Fujitsu"	✓	✓	24x7
Cape Verde	✓	✓	✓	✓	✓	✓	✓	HP/Dell/EMC/NetApp/IBM	CALL	CALL	CALL	"IBM, HP, Dell, Fujitsu"	✓	✓	9 x 5
Cayman Islands	✓	✓	✓	✓	✓	✓	✓	HP/Dell/EMC/NetApp/IBM	CALL	CALL	CALL	"IBM, HP, Dell, Fujitsu"	✓	✓	9 x 5
Central African Republic	CALL	✓	CALL	✓	CALL	✓	✓	CALL	CALL	CALL	CALL	CALL	✓	✓	9 x 5
Chad	CALL	✓	CALL	✓	✓	CALL	✓	HP/Dell/EMC/NetApp/IBM	CALL	CALL	CALL	"IBM, HP, Dell, Fujitsu"	✓	✓	9 x 5
Chile	✓	✓	✓	✓	✓	✓	✓	HP/Dell/EMC/NetApp/IBM	CALL	CALL	CALL	"IBM, HP, Dell, Fujitsu"	✓	✓	24x7
China	✓	✓	✓	✓	✓	✓	✓	HP/Dell/EMC/NetApp/IBM	HP UX	SUN	IBM Unix	"IBM, HP, Dell, Fujitsu"	✓	✓	24x7
Colombia	✓	✓	✓	✓	✓	✓	✓	HP/Dell/EMC/NetApp/IBM	CALL	CALL	CALL	"IBM, HP, Dell, Fujitsu"	✓	✓	9 x 5
Comoros	CALL	CALL	CALL	CALL	CALL	CALL	CALL	CALL	CALL	CALL	CALL	CALL	✓	✓	9 x 5
Congo	✓	✓	✓	✓	✓	✓	✓	HP/Dell/EMC/NetApp/IBM	CALL	CALL	CALL	"IBM, HP, Dell, Fujitsu"	✓	✓	9 x 5
Costa Rica	✓	✓	✓	✓	✓	✓	✓	HP/Dell/EMC/NetApp/IBM	CALL	CALL	CALL	"IBM, HP, Dell, Fujitsu"	✓	✓	9 x 5
Cote d'Ivoire	✓	✓	✓	✓	✓	✓	✓	HP/Dell/EMC/NetApp/IBM	CALL	CALL	CALL	"IBM, HP, Dell, Fujitsu"	✓	✓	9 x 5
Croatia	✓	✓	✓	✓	✓	✓	✓	HP/Dell/EMC/NetApp/IBM	CALL	CALL	CALL	"IBM, HP, Dell, Fujitsu"	✓	✓	9 x 5
Cuba	✓	✓	✓	✓	✓	✓	✓	HP/Dell/EMC/NetApp/IBM	HP UX	SUN	IBM Unix	"IBM, HP, Dell, Fujitsu"	✓	✓	24x7
Cyprus	✓	✓	✓	✓	✓	✓	✓	HP/Dell/EMC/NetApp/IBM	HP UX	SUN	IBM Unix	"IBM, HP, Dell, Fujitsu"	✓	✓	9 x 5
Czech Republic	✓	✓	✓	✓	✓	✓	✓	HP/Dell/EMC/NetApp/IBM	HP UX	SUN	IBM Unix	"IBM, HP, Dell, Fujitsu"	✓	✓	24x7
Denmark	✓	✓	✓	✓	✓	✓	✓	HP/Dell/EMC/NetApp/IBM	HP UX	SUN	IBM Unix	"IBM, HP, Dell, Fujitsu"	✓	✓	24x7
Djibouti	CALL	CALL	CALL	CALL	CALL	CALL	CALL	CALL	CALL	CALL	CALL	CALL	✓	✓	9 x 5
Dominica	✓	✓	✓	✓	✓	✓	✓	HP/Dell/EMC/NetApp/IBM	CALL	CALL	CALL	"IBM, HP, Dell, Fujitsu"	✓	✓	9 x 5



Global Support Services Overview

Country	HP	Cisco	Nortel	Avaya	Microsoft	Maintenance & Warranty	Installation Services	Storage	Enterprise	Servers	Networks & Wi-F	Smarthands	Service	Service Availability	
Dominican Republic	✓	✓	✓	✓	✓	✓	✓	HP/Dell/EMC/NetApp/IBM	HP UX	SUN	IBM Unix	"IBM, HP, Dell, Fujitsu"	✓	✓	24x7
East Timor	✓	✓	✓	✓	✓	✓	✓	HP/Dell/EMC/NetApp/IBM	CALL	CALL	CALL	"IBM, HP, Dell, Fujitsu"	✓	✓	9 x 5
Ecuador	✓	✓	✓	✓	✓	✓	✓	HP/Dell/EMC/NetApp/IBM	HP UX	SUN	IBM Unix	"IBM, HP, Dell, Fujitsu"	✓	✓	24x7
Egypt	✓	✓	✓	✓	✓	✓	✓	HP/Dell/EMC/NetApp/IBM	CALL	CALL	CALL	"IBM, HP, Dell, Fujitsu"	✓	✓	9 x 5
El Salvador	✓	✓	✓	✓	✓	✓	✓	HP/Dell/EMC/NetApp/IBM	CALL	CALL	CALL	"IBM, HP, Dell, Fujitsu"	✓	✓	9 x 5
Ecuador	✓	✓	✓	✓	✓	✓	✓	HP/Dell/EMC/NetApp/IBM	CALL	CALL	CALL	"IBM, HP, Dell, Fujitsu"	✓	✓	9 x 5
Eritrea	CALL	CALL	CALL	CALL	CALL	CALL	CALL	HP/Dell/EMC/NetApp/IBM	CALL	CALL	CALL	"IBM, HP, Dell, Fujitsu"	✓	✓	9 x 5
Equatorial Guinea	CALL	CALL	CALL	CALL	CALL	CALL	CALL	CALL	CALL	CALL	CALL	"IBM, HP, Dell, Fujitsu"	✓	✓	9 x 5
Estonia	✓	✓	✓	✓	✓	✓	✓	HP/Dell/EMC/NetApp/IBM	HP UX	SUN	IBM Unix	"IBM, HP, Dell, Fujitsu"	✓	✓	9 x 5
Ethiopia	✓	✓	✓	✓	✓	✓	✓	HP/Dell/EMC/NetApp/IBM	CALL	CALL	CALL	"IBM, HP, Dell, Fujitsu"	✓	✓	9 x 5
Finland	✓	✓	✓	✓	✓	✓	✓	HP/Dell/EMC/NetApp/IBM	HP UX	SUN	IBM Unix	"IBM, HP, Dell, Fujitsu"	✓	✓	24x7
Fiji	✓	✓	✓	✓	✓	✓	✓	HP/Dell/EMC/NetApp/IBM	CALL	CALL	CALL	"IBM, HP, Dell, Fujitsu"	✓	✓	9 x 5
France	✓	✓	✓	✓	✓	✓	✓	HP/Dell/EMC/NetApp/IBM	HP UX	SUN	IBM Unix	"IBM, HP, Dell, Fujitsu"	✓	✓	24x7
Gabon	✓	✓	✓	✓	✓	✓	✓	HP/Dell/EMC/NetApp/IBM	CALL	CALL	CALL	"IBM, HP, Dell, Fujitsu"	✓	✓	9 x 5
Germany	✓	✓	✓	✓	✓	✓	✓	HP/Dell/EMC/NetApp/IBM	HP UX	SUN	IBM Unix	"IBM, HP, Dell, Fujitsu"	✓	✓	24x7
Gerogia	✓	✓	✓	✓	✓	✓	✓	HP/Dell/EMC/NetApp/IBM	CALL	CALL	CALL	"IBM, HP, Dell, Fujitsu"	✓	✓	9 x 5
Ghana	✓	CALL	✓	CALL	✓	✓	✓	CALL	HP UX	SUN	IBM Unix	"IBM, HP, Dell, Fujitsu"	✓	✓	24x7
Grenada	✓	✓	✓	✓	✓	✓	✓	HP/Dell/EMC/NetApp/IBM	CALL	CALL	CALL	"IBM, HP, Dell, Fujitsu"	✓	✓	9 x 5
Greece	✓	✓	✓	✓	✓	✓	✓	HP/Dell/EMC/NetApp/IBM	HP UX			"IBM, HP, Dell, Fujitsu"	✓	✓	24x7
Guatemala	✓	✓	✓	✓	✓	✓	✓	HP/Dell/EMC/NetApp/IBM	CALL	CALL	CALL	"IBM, HP, Dell, Fujitsu"	✓	✓	9 x 5
Guinea	✓	✓	✓	✓	✓	✓	✓	HP/Dell/EMC/NetApp/IBM	CALL	CALL	CALL	"IBM, HP, Dell, Fujitsu"	✓	✓	9 x 5
Guinea-Bissau	✓	✓	✓	✓	✓	✓	✓	HP/Dell/EMC/NetApp/IBM	CALL	CALL	CALL	"IBM, HP, Dell, Fujitsu"	✓	✓	9 x 5
Guyana	✓	✓	✓	✓	✓	✓	✓	HP/Dell/EMC/NetApp/IBM	CALL	CALL	CALL	"IBM, HP, Dell, Fujitsu"	✓	✓	9 x 5
Haiti	✓	CALL	✓	CALL	✓	CALL	✓	CALL	Check	Check	Check		✓	✓	9 x 5
Honduras	✓	✓	✓	✓	✓	✓	✓	HP/Dell/EMC/NetApp/IBM	HP UX	SUN	IBM Unix	"IBM, HP, Dell, Fujitsu"	✓	✓	24x7
Hungary	✓	✓	✓	✓	✓	✓	✓	HP/Dell/EMC/NetApp/IBM	HP UX	SUN	IBM Unix	"IBM, HP, Dell, Fujitsu"	✓	✓	24x7
Iceland	✓	✓	✓	✓	✓	✓	✓	HP/Dell/EMC/NetApp/IBM	HP UX	SUN	IBM Unix	"IBM, HP, Dell, Fujitsu"	✓	✓	9 x 5
India	✓	✓	✓	✓	✓	✓	✓	HP/Dell/EMC/NetApp/IBM	HP UX	SUN	IBM Unix	"IBM, HP, Dell, Fujitsu"	✓	✓	24x7
Indonesia	✓	✓	✓	✓	✓	✓	✓	HP/Dell/EMC/NetApp/IBM	HP UX	SUN	IBM Unix	"IBM, HP, Dell, Fujitsu"	✓	✓	24x7
Iran	✓	✓	✓	✓	✓	✓	✓	CALL	CALL	CALL	CALL	CALL	CALL	CALL	At present no service offered
Iraq	✓	✓	✓	✓	✓	✓	✓	CALL	CALL	CALL	CALL	CALL	CALL	CALL	At present no service offered
Ireland	✓	✓	✓	✓	✓	✓	✓	HP/Dell/EMC/NetApp/IBM	HP UX	SUN	IBM Unix	"IBM, HP, Dell, Fujitsu"	✓	✓	24x7
Israel	✓	✓	✓	✓	✓	✓	✓	HP/Dell/EMC/NetApp/IBM	CALL	CALL	IBM Unix	"IBM, HP, Dell, Fujitsu"	✓	✓	24x7
Italy	✓	✓	✓	✓	✓	✓	✓	HP/Dell/EMC/NetApp/IBM	HP UX	SUN	IBM Unix	"IBM, HP, Dell, Fujitsu"	✓	✓	24x7
Jamaica	✓	✓	✓	✓	✓	✓	✓	HP/Dell/EMC/NetApp/IBM	HP UX	SUN	IBM Unix	"IBM, HP, Dell, Fujitsu"	✓	✓	9 x 5
Japan	✓	✓	✓	✓	✓	✓	✓	HP/Dell/EMC/NetApp/IBM	HP UX	SUN	IBM Unix	"IBM, HP, Dell, Fujitsu"	✓	✓	24x7
Jordan	✓	✓	✓	✓	✓	✓	✓	HP/Dell/EMC/NetApp/IBM	HP UX	SUN	IBM Unix	"IBM, HP, Dell, Fujitsu"	✓	✓	24x7
Kazakhstan	✓	✓	CALL	CALL	✓	CALL	✓	HP/Dell/EMC/NetApp/IBM	HP UX	SUN	IBM Unix	"IBM, HP, Dell, Fujitsu"	✓	✓	9 x 5
Kenya	✓	✓	✓	✓	✓	✓	✓	HP/Dell/EMC/NetApp/IBM	HP UX	SUN	IBM Unix	"IBM, HP, Dell, Fujitsu"	✓	✓	24x7
Korea (South)	✓	✓	✓	✓	✓	✓	✓	HP/Dell/EMC/NetApp/IBM	HP UX	SUN	IBM Unix	"IBM, HP, Dell, Fujitsu"	✓	✓	24x7
Kosovo	✓	✓	✓	CALL	✓	CALL	✓	HP/Dell/EMC/NetApp/IBM	HP UX	SUN	IBM Unix	"IBM, HP, Dell, Fujitsu"	✓	✓	9 x 5
Kuwait	✓	✓	✓	✓	✓	✓	✓	HP/Dell/EMC/NetApp/IBM	HP UX	SUN	IBM Unix	"IBM, HP, Dell, Fujitsu"	✓	✓	24x7
Kyrgyzstan	CALL	CALL	CALL	CALL	CALL	CALL	CALL	CALL	CALL	CALL	CALL	CALL	✓	✓	9 x 5
Laos	✓	✓	✓	✓	✓	✓	✓	HP/Dell/EMC/NetApp/IBM	HP UX	SUN	IBM Unix	"IBM, HP, Dell, Fujitsu"	CALL	✓	9 x 5
Latvia	✓	✓	✓	✓	✓	✓	✓	HP/Dell/EMC/NetApp/IBM	CALL	CALL	IBM Unix	"IBM, HP, Dell, Fujitsu"	✓	✓	9 x 5
Lebanon	✓	✓	✓	✓	✓	✓	✓	HP/Dell/EMC/NetApp/IBM	HP UX	SUN	IBM Unix	"IBM, HP, Dell, Fujitsu"	✓	✓	24x7
Liberia	✓	✓	✓	✓	✓	✓	✓	HP/Dell/EMC/NetApp/IBM	HP UX	SUN	IBM Unix	"IBM, HP, Dell, Fujitsu"	✓	✓	9 x 5



Global Support Services Overview

Country	HP	Cisco	Nortel	Avaya	Microsoft	Maintenance & Warranty	Installation Services	Storage	Enterprise	Servers	Networks & Wi-F	Smarthands	Service	Service Availability	
Libya	CALL	CALL	CALL	CALL	CALL	CALL	CALL	CALL	CALL	CALL	CALL	CALL	✓	✓	9 x 5
Liechtenstein	✓	✓	✓	✓	✓	✓	✓	HP/Dell/EMC/NetApp/IBM	HP UX	SUN	IBM Unix	"IBM, HP, Dell, Fujitsu"	✓	✓	9 x 5
Lithuania	✓	✓	✓	✓	✓	✓	✓	HP/Dell/EMC/NetApp/IBM	CALL	CALL	IBM Unix	"IBM, HP, Dell, Fujitsu"	✓	✓	9 x 5
Luxembourg	✓	✓	✓	✓	✓	✓	✓	HP/Dell/EMC/NetApp/IBM	HP UX	SUN	IBM Unix	"IBM, HP, Dell, Fujitsu"	✓	✓	24x7
Madagascar	✓	✓	✓	✓	CALL	CALL	CALL	HP/Dell/EMC/NetApp/IBM	CALL	CALL	CALL	"IBM, HP, Dell, Fujitsu"	✓	✓	9 x 5
Malawi	✓	✓	✓	✓	CALL	CALL	CALL	HP/Dell/EMC/NetApp/IBM	CALL	CALL	CALL	"IBM, HP, Dell, Fujitsu"	✓	✓	9 x 5
Malaysia	✓	✓	✓	✓	✓	✓	✓	HP/Dell/EMC/NetApp/IBM	HP UX	SUN	IBM Unix	"IBM, HP, Dell, Fujitsu"	✓	✓	24x7
Mali	CALL	✓	✓	CALL	✓	✓	CALL	CALL	CALL	CALL	CALL	"IBM, HP, Dell, Fujitsu"	✓	✓	9 x 5
Maldives	✓	✓	✓	✓	✓	✓	✓	HP/Dell/EMC/NetApp/IBM	CALL	CALL	CALL	"IBM, HP, Dell, Fujitsu"	✓	✓	9 x 5
Malta	✓	✓	✓	✓	✓	✓	✓	HP/Dell/EMC/NetApp/IBM	HP UX	SUN	IBM Unix	"IBM, HP, Dell, Fujitsu"	✓	✓	24x7
Macedonia	✓	✓	✓	✓	✓	✓	✓	HP/Dell/EMC/NetApp/IBM	CALL	CALL	CALL	"IBM, HP, Dell, Fujitsu"	✓	✓	9 x 5
Marshall Islands	✓	✓	✓	CALL	CALL	CALL	CALL	CALL	CALL	CALL	CALL	CALL	✓	✓	9 x 5
Mexico	✓	✓	✓	✓	✓	✓	✓	HP/Dell/EMC/NetApp/IBM	HP UX	SUN	IBM Unix	"IBM, HP, Dell, Fujitsu"	✓	✓	24x7
Morocco	✓	✓	✓	✓	✓	✓	✓	HP/Dell/EMC/NetApp/IBM	HP UX	SUN	IBM Unix	"IBM, HP, Dell, Fujitsu"	✓	✓	24x7
Mozambique	✓	✓	✓	✓	✓	✓	✓	HP/Dell/EMC/NetApp/IBM	HP UX	SUN	IBM Unix	"IBM, HP, Dell, Fujitsu"	✓	✓	24x7
Myanmar	✓	✓	✓	✓	✓	✓	✓	HP/Dell/EMC/NetApp/IBM	HP UX	SUN	IBM Unix	"IBM, HP, Dell, Fujitsu"	✓	✓	24x7
Namibia	✓	✓	✓	✓	✓	✓	✓	HP/Dell/EMC/NetApp/IBM	CALL	CALL	CALL	"IBM, HP, Dell, Fujitsu"	✓	✓	9 x 5
Netherlands	✓	✓	✓	✓	✓	✓	✓	HP/Dell/EMC/NetApp/IBM	HP UX	SUN	IBM Unix	"IBM, HP, Dell, Fujitsu"	✓	✓	24x7
New Zealand	✓	✓	✓	✓	✓	✓	✓	HP/Dell/EMC/NetApp/IBM	HP UX	SUN	IBM Unix	"IBM, HP, Dell, Fujitsu"	✓	✓	24x7
Nigeria	✓	✓	✓	✓	✓	✓	✓	HP/Dell/EMC/NetApp/IBM	CALL	CALL	CALL	"IBM, HP, Dell, Fujitsu"	✓	✓	9 x 5
Norway	✓	✓	✓	✓	✓	✓	✓	HP/Dell/EMC/NetApp/IBM	HP UX	SUN	IBM Unix	"IBM, HP, Dell, Fujitsu"	✓	✓	24x7
Pakistan	✓	✓	✓	✓	✓	✓	✓	HP/Dell/EMC/NetApp/IBM	HP UX	SUN	IBM Unix	"IBM, HP, Dell, Fujitsu"	✓	✓	24x7
Paraguay	✓	✓	✓	✓	✓	✓	✓	HP/Dell/EMC/NetApp/IBM	HP UX	SUN	IBM Unix	"IBM, HP, Dell, Fujitsu"	✓	✓	24x7
Peru	✓	✓	✓	✓	✓	✓	✓	HP/Dell/EMC/NetApp/IBM	HP UX	SUN	IBM Unix	"IBM, HP, Dell, Fujitsu"	✓	✓	24x7
Philippines	✓	✓	✓	✓	✓	✓	✓	HP/Dell/EMC/NetApp/IBM	HP UX	SUN	IBM Unix	"IBM, HP, Dell, Fujitsu"	✓	✓	24x7
Poland	✓	✓	✓	✓	✓	✓	✓	HP/Dell/EMC/NetApp/IBM	CALL	CALL	CALL	"IBM, HP, Dell, Fujitsu"	✓	✓	24x7
Portugal	✓	✓	✓	✓	✓	✓	✓	HP/Dell/EMC/NetApp/IBM	HP UX	SUN	IBM Unix	"IBM, HP, Dell, Fujitsu"	✓	✓	24x7
Qatar	✓	✓	✓	✓	✓	✓	✓	HP/Dell/EMC/NetApp/IBM	HP UX	SUN	IBM Unix	"IBM, HP, Dell, Fujitsu"	✓	✓	9 x 5
Romania	✓	✓	✓	✓	✓	✓	✓	HP/Dell/EMC/NetApp/IBM	HP UX	SUN	IBM Unix	"IBM, HP, Dell, Fujitsu"	✓	✓	24x7
Russia	✓	✓	✓	✓	✓	✓	✓	HP/Dell/EMC/NetApp/IBM	HP UX	SUN	IBM Unix	"IBM, HP, Dell, Fujitsu"	✓	✓	24x7
Rwanda	✓	✓	✓	✓	✓	✓	✓	HP/Dell/EMC/NetApp/IBM	CALL	CALL	CALL	"IBM, HP, Dell, Fujitsu"	✓	✓	9 x 5
San Marino	✓	✓	✓	✓	✓	✓	✓	HP/Dell/EMC/NetApp/IBM	HP UX	SUN	IBM Unix	"IBM, HP, Dell, Fujitsu"	✓	✓	24x7
Saudi Arabia	✓	✓	✓	✓	✓	✓	✓	HP/Dell/EMC/NetApp/IBM	HP UX	SUN	IBM Unix	"IBM, HP, Dell, Fujitsu"	✓	✓	24x7
Serbia	✓	✓	✓	✓	✓	✓	✓	HP/Dell/EMC/NetApp/IBM	HP UX	SUN	IBM Unix	"IBM, HP, Dell, Fujitsu"	✓	✓	24x7
Sierra Leone	CALL	CALL	CALL	CALL	CALL	CALL	✓	CALL	CALL	CALL	CALL	CALL	✓	CALL	CALL
Singapore	✓	✓	✓	✓	✓	✓	✓	HP/Dell/EMC/NetApp/IBM	HP UX	SUN		"IBM, HP, Dell, Fujitsu"	CALL	✓	24x7
Slovakia	✓	✓	✓	✓	✓	✓	✓	HP/Dell/EMC/NetApp/IBM	HP UX	SUN	IBM Unix	"IBM, HP, Dell, Fujitsu"	✓	✓	24x7
Slovenia	✓	✓	✓	✓	✓	✓	✓	HP/Dell/EMC/NetApp/IBM	HP UX	SUN	IBM Unix	"IBM, HP, Dell, Fujitsu"	✓	✓	24x7
Solomon Islands	✓	✓	✓	✓	✓	✓	✓	HP/Dell/EMC/NetApp/IBM	CALL	CALL	CALL	"IBM, HP, Dell, Fujitsu"	✓	✓	9 x 5
South Africa	✓	✓	✓	✓	✓	✓	✓	HP/Dell/EMC/NetApp/IBM	CALL	SUN	CALL	"IBM, HP, Dell, Fujitsu"	✓	✓	24x7
South Korea	✓	✓	✓	✓	✓	✓	✓	HP/Dell/EMC/NetApp/IBM	HP UX	SUN	IBM Unix	"IBM, HP, Dell, Fujitsu"	✓	✓	24x7
Spain	✓	✓	✓	✓	✓	✓	✓	HP/Dell/EMC/NetApp/IBM	HP UX	SUN	IBM Unix	"IBM, HP, Dell, Fujitsu"	✓	✓	24x7
Sri Lanka	✓	✓	✓	✓	✓	✓	✓	HP/Dell/EMC/NetApp/IBM	HP UX	SUN	IBM Unix	"IBM, HP, Dell, Fujitsu"	✓	✓	24x7
Sudan	✓	✓	✓	✓	✓	✓	✓	HP/Dell/EMC/NetApp/IBM	CALL	CALL	CALL	"IBM, HP, Dell, Fujitsu"	✓	✓	9 x 5
Sweden	✓	✓	✓	✓	✓	✓	✓	HP/Dell/EMC/NetApp/IBM	HP UX	SUN	IBM Unix	"IBM, HP, Dell, Fujitsu"	✓	✓	24x7
Switzerland	✓	✓	✓	✓	✓	✓	✓	HP/Dell/EMC/NetApp/IBM	HP UX	SUN	IBM Unix	"IBM, HP, Dell, Fujitsu"	✓	✓	24x7

Global Support Services Overview

Country	HP	Cisco	Nortel	Avaya	Microsoft	Maintenance & Warranty	Installation Services	Storage	Enterprise	Servers	Networks & Wi-F	Smarthands	Service	Service Availability		
Syria	Call	Call	Call	Call	Call	Call	Call	Call	Call	Call	Call	Call	Call	At present no service offered		
Taiwan	✓	✓	✓	✓	✓	✓	✓	HP/Dell/EMC/NetApp/IBM	HP UX	SUN	IBM Unix	"IBM, HP, Dell, Fujitsu"	Call	✓	24x7	
Tajikistan	✓	✓	✓	✓	✓	✓	✓	HP/Dell/EMC/NetApp/IBM	CALL	CALL	CALL	"IBM, HP, Dell, Fujitsu"	✓	✓	9 x 5	
Tazmania	✓	✓	✓	✓	✓	✓	✓	HP/Dell/EMC/NetApp/IBM	HP UX	SUN	IBM Unix	"IBM, HP, Dell, Fujitsu"	✓	✓	24x7	
Thailand	✓	✓	✓	✓	✓	✓	✓	HP/Dell/EMC/NetApp/IBM	CALL	CALL	CALL	"IBM, HP, Dell, Fujitsu"	✓	✓	24x7	
Togo	✓	✓	✓	✓	✓	✓	✓	HP/Dell/EMC/NetApp/IBM	CALL	CALL	CALL	"IBM, HP, Dell, Fujitsu"	✓	✓	9 x 5	
Tonga	✓	✓	✓	✓	✓	✓	✓	HP/Dell/EMC/NetApp/IBM	CALL	CALL	CALL	"IBM, HP, Dell, Fujitsu"	✓	✓	9 x 5	
Trinidad & Tobago	✓	✓	✓	✓	✓	✓	✓	HP/Dell/EMC/NetApp/IBM	HP UX	SUN	IBM Unix	"IBM, HP, Dell, Fujitsu"	✓	✓	24x7	
Tunisia	✓	✓	✓	✓	✓	✓	✓	HP/Dell/EMC/NetApp/IBM	HP UX	SUN	IBM Unix	"IBM, HP, Dell, Fujitsu"	✓	✓	24x7	
Turkey	✓	✓	✓	✓	✓	✓	✓	HP/Dell/EMC/NetApp/IBM	CALL	SUN	IBM Unix	"IBM, HP, Dell, Fujitsu"	✓	✓	24x7	
Turkmenistan	CALL	CALL	CALL	CALL	CALL	CALL	CALL	CALL	CALL	CALL	CALL	CALL	✓	✓	9 x 5	
Tuvalu	✓	✓	✓	✓	✓	✓	✓	HP/Dell/EMC/NetApp/IBM	CALL	CALL	CALL	"IBM, HP, Dell, Fujitsu"	CALL	✓	9 x 5	
UAE	✓	✓	✓	✓	✓	✓	✓	HP/Dell/EMC/NetApp/IBM	HP UX	SUN	IBM Unix	"IBM, HP, Dell, Fujitsu"	✓	✓	24x7	
Uganda	✓	✓	✓	✓	✓	✓	✓	HP/Dell/EMC/NetApp/IBM	HP UX	SUN	IBM Unix	"IBM, HP, Dell, Fujitsu"	✓	✓	24x7	
UK	✓	✓	✓	✓	✓	✓	✓	HP/Dell/EMC/NetApp/IBM	HP UX	SUN	IBM Unix	"IBM, HP, Dell, Fujitsu"	✓	✓	24x7	Refer to separate capability matrix
Ukraine	CALL	CALL	CALL	CALL	CALL	CALL	CALL	CALL	CALL	CALL	CALL	CALL	✓	✓	24x7	
Uruguay	✓	✓	✓	✓	✓	✓	✓	HP/Dell/EMC/NetApp/IBM	CALL	CALL	CALL	"IBM, HP, Dell, Fujitsu"	CALL	✓	9 x 5	
USA	✓	✓	✓	✓	✓	✓	✓	HP/Dell/EMC/NetApp/IBM	HP UX	SUN	IBM Unix	"IBM, HP, Dell, Fujitsu"	✓	✓	24x7	
Uzbekistan	✓	✓	✓	✓	✓	✓	✓	HP/Dell/EMC/NetApp/IBM	HP UX	SUN	IBM Unix	"IBM, HP, Dell, Fujitsu"	✓	✓	24x7	
Venezuela	✓	✓	✓	✓	✓	✓	✓	HP/Dell/EMC/NetApp/IBM	HP UX	SUN	IBM Unix	"IBM, HP, Dell, Fujitsu"	✓	✓	24x7	
Vietnam	✓	✓	✓	✓	✓	✓	✓	HP/Dell/EMC/NetApp/IBM	CALL	CALL	CALL	"IBM, HP, Dell, Fujitsu"	✓	✓	24 x 7	
Yemen	✓	✓	✓	✓	✓	✓	✓	HP/Dell/EMC/NetApp/IBM	HP UX	SUN	IBM Unix	"IBM, HP, Dell, Fujitsu"	✓	✓	24x7	
Zaire	✓	✓	✓	✓	✓	✓	✓	HP/Dell/EMC/NetApp/IBM	CALL	CALL	CALL	"IBM, HP, Dell, Fujitsu"	✓	✓	9 x 5	
Zambia	✓	✓	✓	✓	✓	✓	✓	HP/Dell/EMC/NetApp/IBM	HP UX	SUN	IBM Unix	"IBM, HP, Dell, Fujitsu"	✓	✓	24x7	
Zimbabwe	✓	✓	✓	✓	✓	✓	✓	HP/Dell/EMC/NetApp/IBM	HP UX	SUN	IBM Unix	"IBM, HP, Dell, Fujitsu"	✓	✓	24x7	

ICC

Connection House
 Sandbeck Lane
 Wetherby
 West Yorkshire
 LS22 7TW

0845 302 1922

partners@icc4it.co.uk

www.icc4partners.co.uk

