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ADVANCE KNOWLEDGE

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RESOLVE DOWNTIME QUICKLY AND COST EFFECTIVELY

Deal with the cause, not with the symptom



Overview: A system crash or go-slow can cost your business dearly in terms of lost revenue and reduced efficiency. Your IT team can deal with most problems, but every so often an extraordinary challenge will arise.

That's where advance7 can help. Our **REACT** team can rapidly resolve the most challenging IT situations:

- Quick response - we'll be on your site within hours.
- Full solution - we'll deal with the root problem, not just the symptom.
- Cost effective - **if we don't fix it, we won't charge a penny.**

As multi-skilled experts, our **REACT** team can liaise between the different IT disciplines across your business to create an overall, lasting solution. You'll show just how seriously you're taking the problem, and be part of the solution too.

Find out more about how **REACT** can save your business lost time and money.

[Click here to view the REACT factsheet now](#)

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CASE STUDY : REACT in action

Intermittent Citrix disconnects

A solicitor's firm had deployed a Citrix solution to enable their remote office users' access via VPN technology. As a result of this the users experienced intermittent Citrix session disconnects at different times resulting in loss of data, poor productivity and user frustration.

The solicitor's firm did not have the internal IT resources to diagnose this problem so advance7's **REACT** team worked closely with the client's IT team to capture details of the problem. This identified two key issues and advance7's recommended fixes were applied.

- Packet loss was noted for traffic passing through the central site Firewall/VPN server appliance.
- A number of rules were incorrectly configured on the Infrastructure firewall.

Once the fixes were applied, remote clients were able to work on the Citrix applications in a timely fashion without experiencing any loss in connection, and the solution enabled the support teams to concentrate on other work-load.

[Click here to view this full case study and many others](#)

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LEARN MORE

IT service recovery forum

We are currently preparing material for an IT service recovery forum later in the year. If you would be interested in joining us at this half day workshop to look at the problem resolution methodologies we use, please register your interest now by emailing **Rachel D'Cruze** at advance7.

[Click here to email Rachel now.](#)

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