

Europe's leading root cause problem diagnosis service

Your IT Team and suppliers will quickly solve nearly all of the IT problems you hit, but every so often extraordinary circumstances arise:

- The problem is so serious that you need effective help very quickly
- You've had the problem for weeks and you need a fresh approach
- Suppliers are disputing that their equipment or software is at fault
- It's not clear whether this is a network, server, database or application problem
- Each Technical Support Team has proven that their technology is not the cause
- Your staff are overloaded with projects and other work

The REACT® service quickly identifies the root cause and helps your people fix the problem quickly.

Examples of Real Savings

Financial Services -

Core mortgage application processing system Intermittently froze 20 times per day, impacting 20 staff. The problem had been ongoing for over 12 months.

Total lost productivity 66.7 hours per day at £10.50 per hour equivalent to approximately £700 per day. IT support costs were 2 hours per day at £39 per hour, equivalent to £78 per day.

Total downtime cost of £778 per day, giving the cost of the problem of £282,414.

REACT® charge to find root cause was £16,707 giving a payback of 22.4 days.

eCommerce Site -

Customers intermittently received "Page not found" message causing a drop of £40k per day in sales revenue. The problem had been ongoing for 10 days causing a total loss of £400k in sales.

The total REACT® charge was £2,792 giving a payback of approximately 67 minutes

Benefits to you

Root Cause Fix – Our evidence-based method ensures that we find the root cause of the problem and that means that your problem is fixed not just masked.

Cost Effective – The evidence-based method means that you are not persuaded to spend time and money on equipment and services that don't address the problem.

Gives You Control – Our method is process based so that you can monitor and control progress.

Restores Confidence in IT Support – Our presence on-site demonstrates just how seriously you are taking the problem.

Easy to Justify - Our 18 year track record, 99.96% success rate means you have little to lose by engaging us and everything to gain.

Guarantee – Our commitment to you is that if we are unsuccessful in finding the root cause of the problem there will be no charge.

Team Recognition – We collaborate closely with your team and suppliers to ensure that they are part of the solution, and recognised as such.

What you get

Rapid Help – The REACT® service delivers expert help within hours.

People – Dedicated Problem Analysts trained in our unique method, debugging procedures and diagnostic techniques.

Tools – Our Problem Analysts have an extensive toolkit including proprietary tools designed and built by Advance7 specifically for problem resolution.

Core Process Map – A flow diagram showing every step of the process so that you can monitor and control progress.

Briefings – Meetings at key points and a final debrief.

Status Reports – Structured emails to state the problem, what actions have been taken, what has been found and what we plan to do next.

Final Report – A document summarising the problem, actions taken, the findings, how the problem was resolved and supporting evidence.