Pre-Sales

- Product Evaluation
- Workshops
- On-site or Live Demos
- On-site Meetings
- Proof of Concept
- Q&A Sessions
- Vendor Evaluation
- Webinars

The key part in any business process is to get the right communication and message of your solution across to your customer. We work with our resellers in the pre-sales stage providing solution advice through analysis of customer requirements. Our pre-sales spectrum covers solution design, tender assistance and proof of concept evaluations.

Allow us to extend your technical skill set, giving you more scope and more opportunity for delivering to both existing and new customers. Whether you require a light touch of technical services or something more detailed, Infinigate Tech Services will be able to help.

Post-Sales

- Solution Deployment
- Test Planning
- Product Upgrade
- Security Audit
- Health Checks
- Q&A Sessions

By offering a post-sales service to resellers we are able to offer a complete technical life-cycle for your solutions. We can work with you to ensure you are able to deliver on expectations. Our experienced consultants provide assistance for installations, upgrades and configurations. Either on-site or remote we have the expertise to make your solution a success.

Our services extend to Health Checks on systems enabling you to maintain a relationship with your customers by periodically assessing how effective a solution is. With many years of extensive work on our products we are experts at reviewing customer environments and offering advice on how to improve the effectiveness of the solution.

Training

- Technical Training
- Sales Training
- Bespoke Training
- Knowledge Transfer
- NFR Installations
- Certified Training

Being a cornerstone, training is a key ingredient to success for any technical or sales delivery. We provide support to our resellers and their customers with a variety of bespoke and certified training courses.

We understand the need for flexibility as time is always a critical factor, courses can be delivered from our purpose built training centre in london, at your office on an a customer site.

Each instructor will be certified and have many years of experience in solution design and implementation of the products they are delivering.

Support

- 1st and 2nd Line Support
- 9-5 and 24/7 Service
- Partner Support
- Customer Support
- KB Articles
- Whitepapers
- Consultation
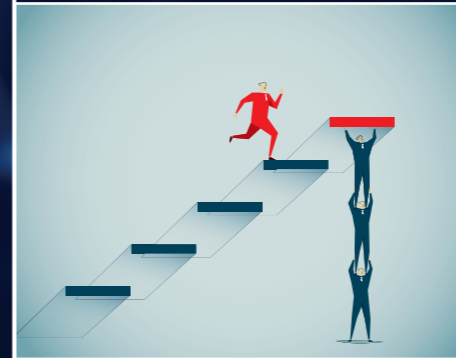
Support is one service many resellers are not able to provide to their customers. In many cases support might have to be direct with the vendor which can often be frustrating when it is based outside the country. Running both a 9-5 and a 24/7 service gives our resellers the ability to offer continual support to their customers.

Based in the UK you get access to over 10 years of expertise in problem solving. Our team is dedicated providing quick and accurate responses to solving your customer's issues.

90% of the support tickets raised are solved without vendor involvement.

Wireless

- On-site Survey
- Predictive Survey
- Health Check
- Certified Training
- Requirements Scoping

Wireless technology is in more demand than ever before as people remove the shackles of a wired connection world. Working with resellers we are able to offer an array of services covering both predictive and on-site surveys. We are able to provide health checks for existing 802.11 systems, offering guidance and advice on how to improve coverage.

Backed with over 10 years of consultative experience we have a strong pedigree in the wireless space.

Enablement

- Presentations
- Webinars
- Partner Briefings
- Partner Events
- Knowledge Transfer

Having confidence and knowledge in the product that you are selling is a major differentiator between your company and competitors. We have put together an extension enablement program that allows resellers to be educated on the technologies in our portfolio.

Our aim is to give you all the tools and knowledge you need to understand our products and how to sell them effectively. Taking the experiences we have gained from promoting and implementing these products, we strive to give you detailed insight in how to position and match customer expectations.

We know that resellers' time is important and we work around your availability when delivering these sessions.