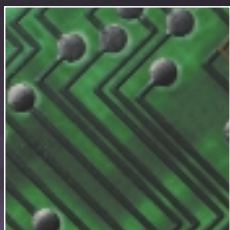
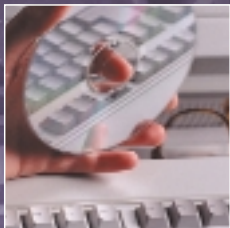


IT support services for higher education institutions

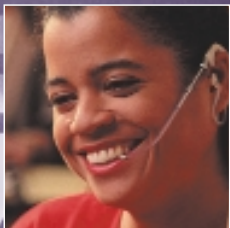
As approved supplier to all UK higher education institutions, Xenon offers you the highest quality support and maintenance at low pre-agreed prices.



**Hardware
support**



**Technical
services**

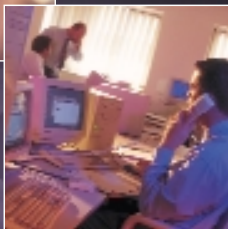
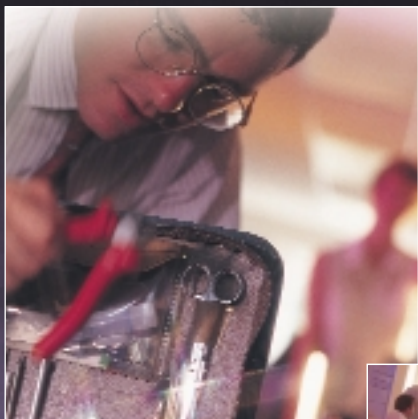


**Software
support**

Vision

Xenon

Keep your computer systems up and running...



...with our comprehensive range of technical support services.

Responsive support on computer hardware and network software – keeping your computer systems working.

Take advantage of the buying power of a nationwide education contract for PC maintenance

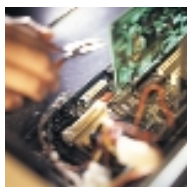
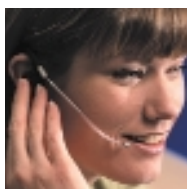
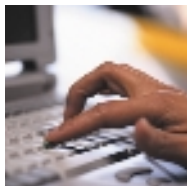
The Southern Universities Purchasing Consortium, acting as the agent for all UK higher education institutions, has awarded Xenon Network Services the contract for the maintenance and servicing of personal computers and peripherals. This agreement gives every education establishment – large or small – access to high-quality maintenance at the same low prices.

Xenon Network Services

Xenon, the support division of Viglen, specialises in the support and maintenance of computer systems. Xenon provides true multi-vendor support and can provide maintenance on most brands of PCs and peripherals. With over twenty years' experience, Xenon boasts a pedigree which few organisations can match.

Hardware support

Xenon provides a comprehensive hardware support service across mainland UK. Our 4-hour and 8-hour response services are available between 9.00am and 5.30pm, Monday to Friday. We also can tailor our service to meet your exact needs – including 24-hour 365-day coverage.



Hardware support

Xenon provides a comprehensive hardware support service across mainland UK. Our 4-hour and 8-hour response services are available between 9.00am and 5.30pm, Monday to Friday. We also can tailor our service to meet your exact needs – including 24-hour 365-day coverage.

Centralised call control

Xenon's support service customers benefit from our centralised call-logging system. The call centre controls all maintenance requests and ensures that correct escalation procedures are followed promptly. Customers can be provided with comprehensive service reports, directly from the call system.

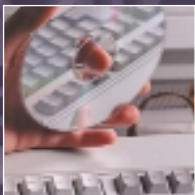
ISO 9002 accreditation

Xenon's maintenance services are fully ISO 9002 accredited.



A range of maintenance and support services to suit you

- 4-hour contracted on-site service
- 4+4-hour fix-or-replace service
- 8-hour contracted on-site service
- Comprehensive, tailored management reporting
- Dedicated on-site engineers
- Automated escalation procedures
- Installation and roll-outs
- Loan equipment
- Out-of-hours and 24-hour contracts
- Hardware and software audits, with tagging and inventory



Find out how you can benefit from the new pre-agreed education pricing structure by calling us on:
0161 929 5282

Xenon Network Services

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Cheshire, WA14 5HH
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9 Sovereign Park, Cleveland Way
Hemel Hempstead
Hertfordshire, HP2 7DA
Tel: 01442 235724 Fax: 01442 235729

Sales enquiries

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E-mail

enquiries@xenon-uk.co.uk

World Wide Web

<http://www.xenon-uk.co.uk>

Offices

Alpertton
Altrincham
Bristol
Daventry
Hemel Hempstead
Livingston
Wakefield

Nationwide support

Xenon's seven offices provide support right across mainland UK.

Xenon provides expert support on most PCs and peripherals.

We also support most leading network operating systems including Novell NetWare, Microsoft Windows NT, and SCO Unix.



Vixion

Xenon