

About HiberniaEvros

Hibernia Evros is an IT solutions and services company specialising in the design, supply, implementation and support of mission critical ICT infrastructure.

Offering the highest levels of service and technical expertise, backed by over 20 years of experience, Hibernia Evros keeps over 800 Irish organisations operating effectively.

By working closely with an extensive network of partners, our Professional Services group are able to design the best solution available to meet the needs of each particular customer.

Once implemented, our Managed Services group provide a range of technical support services to ensure your technology continues to support your business.

Working with Us

We have built our unrivalled reputation on offering the highest standards of service available in Ireland today. We have achieved this by following three simple rules in everything we do:

Being Technically Excellent

We strive to offer the best technologies implemented and supported by the best technical practitioners working in Ireland today.

Putting the Customer First

We take time to understand your business, so we can deliver a solution designed to suit you – not us!

Being easy to deal with

We won't waste your time with unnecessary red tape. Instead we offer a friendly, no nonsense service.

The HiberniaEvros Managed Services Division provides a range of services designed to keep your mission critical ICT infrastructure operating by providing flexible direct access to technical excellence. Our Support Services group offer a suite of support services that encompass onsite hardware maintenance through to full service outsourcing, while the Resourcing Services group, offer access to our people to work with you on specific projects and tasks.

Support Services

Outsourcing

To help ensure that local companies don't lose out to the efficiencies that their larger competitors can gain through technology, HiberniaEvros Outsourcing services can look after your ICT infrastructure leaving you free to concentrate on what you do best – running your business.

With HiberniaEvros outsourcing, we will become your IT department providing you with the same level of service as if you had a permanent IT department – but without the headaches.

OmniWatch™- Your solution for onsite and remote support

OmniWatch is our range of onsite and remote support packages offering you the level of support that is just right for your business. Whether it is supporting your entire IT infrastructure or just key components of it, OmniWatch is available in four different levels of service to suit your specific requirements.

Services provided by OmniWatch range from remote monitoring and management through to full 24x7x365 cover and can include health checks, patch management, the provision of onsite resources – and a whole lot more.

For more details, please refer to the OmniWatch datasheet.

Break-Fix Maintenance

Taking out a Break-Fix Maintenance contract with HiberniaEvros gives you access to a team of highly experienced engineers based around Ireland. As soon as a contract is agreed, we will audit your requirements and ensure we have an adequate supply of spare parts and replacements in stock.

We offer a variety of service levels depending on your specific requirements so we can provide a tailored service to suit you. Once a contract is in place, our service desk will be your single point of contact for your PC and infrastructure support issues. We have the right mix of highly skilled and experienced personnel operating our service desk, thereby ensuring your problem is resolved as efficiently and effectively as possible.

HiberniaEvros is also accredited to offer warranty support for some vendors so your repairs will be carried out under warranty where appropriate.

Service Desk – at the heart of quality support services

Our support services are delivered according to ITIL (IT Infrastructure Library) principles. This internationally adopted standard details a number of key practices and procedures around the provision of IT services and are particularly relevant to support services.

All ITIL based service provision is based around a Service Desk and our support services are no exception. This provides a single point of contact between customer and service provider. In addition to answering calls, an ITIL service desk is primarily tasked with managing all Service Requests through to resolution and keeping the customer informed of progress and advising on workarounds.

A Service Desk is only as good as the staff operating it and in keeping with our ethos of technical excellence and customer service, we actively recruit experienced and trained technical personnel to staff the desk to ensure we can offer the best support services in Ireland today.

Resourcing Services

Our resourcing services allow our customers to directly benefit from the experience of our skilled and talented workforce

Service Desk Outsourcing

The Service Desk is at the front line of excellent end user support. We understand the value that a properly staffed and resourced service desk can bring to our Support Services clients, which is why we continue to invest in the best people and technology to ensure it continues to offer a first class service.

Our Service Desk Outsourcing options include:

- ***Onsite Service Desk***
- ***Remote Dedicated Service Desk***
- ***Remote Shared Service Desk***

Now we can bring our service desk expertise directly to your organisation with a range of Service Desk Outsourcing services that provide you with an effective and controlled point of contact with your in house IT department.

Onsite Service Desk – We will take on the full responsibility of implementing and staffing a service desk located at your premises. We will work with your vendors and other suppliers as appropriate to provide a first class service to your users by taking on the full responsibility for all issues from inception to resolution

Remote Dedicated Service Desk – We will offer the same level of service from a dedicated team located in our state of art service centre.

Remote Shared Service Desk – As an option for smaller organisations, our customer service desk team can offer services dedicated to your users and environment.

Interim Resourcing

It happens – people leave. Certain key skill sets remain rare and it can be difficult to find good people at short notice. We can provide skilled engineers and other experienced technical staff to help you with short term staffing issues.

These can include planned and unplanned absences, as well as cover for times of peak workload.

Draw Down Resourcing

You may have a requirement for some of our people to help you at times throughout a year. These may be for ad hoc tasks or to assist in pre-planned projects or other initiatives. By buying a block of draw down days, you will be able to avail of a price that will be guaranteed for 12 months and, depending on quantity, may also attract a discount.

It will also help you with internal budgeting and allow you to ensure you have access to the technical resources you require – throughout the year.

Technology Logistics Services

You may be moving premises, undergoing refurbishment or rolling out new desktop technology to all your users. Our technology logistics services provide staff experienced in planning, managing and carrying out such projects so any potential business impact is minimised.