

## OLYMPIC Support Technical Team



**O**lympic Support has over two decades of experience supporting and maintaining multi-vendor environments, managing all the elements of service delivery from site audit, inventory management, engineer call-out and fix of fault. Our support services are used by over 100 channel partners, assured by the training accreditations of our in-house and outsourced engineers, that their end-users receive the levels of competence necessary to meet the demands of complex environments.

Olympic Support has over 40 technical team members, two of which concentrate solely on hotline support and 32 are dedicated field support engineers. Our network of engineers extends across the UK & Ireland and Europe. This network is made up of Sun, HP, IBM, Fujitsu, Cisco certified engineers, "best-of-breed" technical specialists and software forensics analysts. From the simple to worst-case scenarios, our technical support team responds quickly to issues, with the knowledge that they can be resolved to the complete satisfaction of the channel partner and their end-user.

Our technical team is available on immediate callout with access to loan equipment to keep systems running. With a range of diagnostic tools and information services at their fingertips, our technicians have all the tools of the trade needed to minimise any business downtime.

Whether faced with integrating Windows servers into an existing UNIX network, or migrating UNIX servers to a Windows server environment, Olympic Support provides the technical knowledge and back-up ensure project success.

Wherever our in-house engineers find meeting SLAs difficult, Olympic Support has a carefully selected list of outsourced technical engineers who will cover the site. Olympic Support retains full ownership of the call and takes full responsibility for the work carried out by these outsourced technical engineers.

All our engineers adhere to a company dress code, so arrive on-site looking professional and capable. They wear no company insignia and arrive in unbranded vehicles.

Olympic Support offers an unrivalled service and technical ability across all our support levels and applications.

"We have it covered"

**OLYMPIC**  
support



## Technical Certifications

Sun Fire Workgroup Enterprise Maintenance

Sun Enterprise Server Maintenance

Principles of Architecture

Basics Of Sizing and Configuration

Vision and Technologies

Workgroup Product Exam

Enterprise Product Exam

SunFire Entry Level Servers - 280R - V880

SunFire Mid-Range Servers - 3800 - 6800

A5000 Hardware engineering

Desktop Maintenance & Support - Sparc / Ultra / Blade / Netra

E420r E280r BLADE1000/2000

Midrange Level SunFire Maintenance & Support V4xx / V8xx / V1xxx / 3xxx / 6xxx

High-End Sun System Maintenance & Support - E10K

Solstice Disk Suite

StorEdge Tape Libraries

StorageTek Tape Solutions Certified

AI 000 DI 000 Storage

V880 server maintenance

Sun Fire 15k Server Maintenance/Server Admin

Serengeti SF3800 4800 5800 6800 1280

Sun Fire Highend server maintenance

Sun Cluster 3.1 Administration

Sun Cluster 2.x

Disk Suite Administration

Sun desktop maintenance

Storeedge 3000 series

Solaris 9 Network Administrator

Solaris 9 Admin1

Solaris 9 Admin2

Solaris 8 Fundamentals

Solaris 8 Admin1

Solaris 8 Admin2

Sun Solaris Network Administration 1 & 2 Certified

Sun Solaris Administration Solaris 2.6 Certified

Sun Solaris Administration Solaris 7 Certified



## Technical Certifications

P140 TRU64 Unix V5 AAD L300 openvms for engineers

X581 Alpha server pSI5/25

59998 Camblded Alpha Server concepts

S905 HP 9000

S701 HP Proliant

SEA/WEBES Diagnostics

HP Certified HP9000 systems

HP Proliant Technical Pre Sales Professional

HP 9000-800 Systems Maintenance

HP-UX



## Technical Certifications

PrimePower Range

Fujitsu Hardware Instructor/Engineer

2xx / 4xx / 8xx / 1xxx / 2xxx Models Certified 1 + 2 + 3

Fujitsu Hardware Instructor/Engineer

3xx Models Certified level 1 + 2 + 3

Fujitsu Hardware Engineer

4xx / 3xx v6 v7 v8 Certified level 1 + 2

Fujitsu hardware Engineer

Disk Models GR730 / GR740 Level 1



## Technical Certifications

9500 Installation and Configuration

Tagmastore AMS/WMS Technical Differences

HDS Storage Thunder 9500 V Series

Installation & Configuration

HDS Storage Thunder 9500 V Series

Hardware & Software Overview

HDS Storage Lightning 9900V Series

Hardware & Software Fundamentals

Certified 9500V Modular Integration Specialist



Olympic Support Unit 16 Castle Road Kings Norton Business Park B30 3HZ  
Tel: +44 (0)870 8188181 Fax: +44 (0)121 251 5161 www.olympicsupport.com  
Olympic Support is a brand name of Exquip Network Services Ltd





## Technical Certifications

IBM Rs6000 Maintenance

IBM Hardware Engineer Systems 1xx / 3xxx Level 1

eServer Certified Specialist - p690 Technical Support

eServer Certified Specialist -

p5 and pSeries Technical Sales Support

eServer Certified Advanced Technical Expert — AIX 5L

eServer Certified Specialist - pSeries AIX System Support

eServer Certified Specialist -

pSeries AIX System Administration

eServer Certified Systems Expert - pSeries HACMP for AIX 5L

eServer Certified Specialist - pSeries Sales V2

eServer Certified Specialist - eServer p5 Solution Sales

eServer Certified Systems Expert -

pSeries Enterprise Technical Support

Certified Specialist - eServer p5 and pSeries Administration and Support for AIX 5L V5.3

Certified Specialist - System x Sales V4

Certified Specialist - xSeries Windows 2000/2003 (2006)

Certified Advanced Technical Expert -

eServer xSeries High Performance Servers (2006)

Certified Systems Expert - IBM BladeCenter

Certified Systems Expert -

System x High Performance Servers

Certified Systems Expert -

IBM System p5 Virtualization Technical Support

Certified Systems Expert - eServer p5 and pSeries Enterprise Technical Support AIX 5L V5.3

Certified Advanced Technical expert - IBM System p5 2006

Certified Specialist - p5 and pSeries Technical Sales Support

Certified System Administrator - WebSphere MQ V5.3

Certified Specialist - eServer xSeries Technical (2006)

Certified Systems Expert - eServer xSeries Windows 2000/2003 (2006)

Certified Specialist - xSeries BladeCenter (2006)

Certified Specialist - System x IBM Director v5.2

Certified Advanced Technical Expert -

eServer BladeCenter (2006)

Certified Specialist - High End Disk Solutions Version 4

Certified Specialist - IBM Storage Sales Version 7

Certified Specialist - Storage Networking Solutions V2



## Technical Certifications

Hubs / Switches

Routers

Lan Switches

Cisco Routers Advanced Admin

Designing Cisco Networks



## Technical Certifications

Neo 2000/4000 Hardware Overview

ArcVault Backup

NetApps CIFS

NetApps NFS



## Technical Certifications

Volume Manager System Administration

Veritas Advanced volume manager

Veritas Cluster Server

Veritas Cluster Administration

Veritas NetBackup

Veritas File system



## Technical Certifications

Data ONTAP Fundamentals

Data ONTAP advanced exam

