



TECHNICAL SERVICES ENTERPRISE LEVEL

‘Expand product support scope with training services from Acal Supply Chain’

At Acal we know how difficult it can be to find a reliable source for support development services.

Furthermore the rate of technological development and product refresh means that organisations are under constant pressure to maintain the skill sets necessary to effectively support an installed base.

We have therefore produced a programme of Technical Services exclusively for our valued customers.

As an established player in the service parts and solutions arena we are leveraging our computer room and engineering facilities at Acal CPI to provide ancillary services for our valued clients.



‘Training programmes are developed in conjunction with customers to obtain optimal results’

Basic courses have been developed to provide engineers with an introduction to new support products and familiarity with low level technical operations.

These hardware courses are ideal for engineers that are new to a product field, and for companies investing in skills sets and engineering development.

Engineers with further product experience can receive instruction on fault diagnosis, replication and resolution in a combination of hands on and class taught workshops.

The training suite is based within our computer room facility.

Although primarily specialising in **IBM’s X-series (Netfinity), P-Series (RS6000) and I-series (AS400)**, we also have experience with **HP Server products from Proliant to Superdome**, and hold the necessary test rig equipment for training with the following products.

- IBM AS400
- IBM RS6000
- IBM Z-Series
- IBM X-Series (Netfinity)
- HP 9000
- Compaq ML/DL/Proliant
- SunFire
- DEC Alphaserver
- Inrange
- IBM Tape Library
- IBM Fibre Channel & Storage

Product familiarity is our strength. The Technical Services team at Acal CPI have been working with multi-vendor midrange and mainframe equipment for over 20 years.

‘Our facilities are stocked with a full suite of current and legacy products’



As part of our commitment to ongoing investment the Nottingham based computer room and workshop facilities are fully equipped with current and legacy products. In fact they are unique for the range and depth of equipment installed, with almost 100 servers and mainframe systems, plus the associated expansion units and tape libraries.

Over 7,000 square feet is dedicated to our Technical Services department, and of this almost half is utilised by our **under floor air conditioned computer room** (as pictured above and below). The computer room is a fully functioning environment that holds our test rigs, and is where our engineers can accurately test and repair equipment.



‘Course content ranges from product familiarisation to high level fault diagnosis and resolution’

All courses are completely flexible and ideal for organisations with specific target requirements.

A team of Technical Specialists are available to discuss and build bespoke training programmes to service your requirements.

Acal Supply Chain Holdings Limited is the leading independent provider of service parts supply-chain solutions in Europe. Within the group leading brands Acal Supply Chain Ltd (formerly EAF Ltd and ServiceSource Ltd), ATM Parts Ltd,

CPI Ltd and EAF GmbH implement service parts supply-chains for some of the leading technology OEM’s and service providers.

If you require any further information on the scope of courses currently available please contact:

training@acalsupplychain.com



ACAL
ATM PARTS

cpi

eaf
Service Support Solutions

ServiceSource

Parts House, Glaisdale Parkway
Nottingham, NG8 4GP, UK
Tel: +44 (0)115 919 6000
Fax: +44 (0)115 919 3900
www.acalsupplychain.com