

Support Solutions



SMART Hardware Maintenance Support

We have developed a range of comprehensive hardware maintenance services, specializing in **Dell Power Edge, IBM RS/6000, IBM Netfinity, Sun, HP** and **Compaq** products. Alongside these main server and desktop manufacturers, we also offer maintenance across a wide range of peripheral and third party products.

Our technicians have been trained by major manufacturers to maintain most state of the art equipment and are qualified to make expert recommendations for upgrades, migrations and networking.

Our Hardware Maintenance Support Services include:

- **Server Maintenance**
- **Workstation Maintenance**
- **Peripheral Maintenance**
- **Communication Maintenance**

And can be covered by two levels of service to suit your requirements:

- **Full Service Support**
- **Selective Cover Support**

In addition to the standard service features we also offer:

- **Critical Equipment Support**

Server Maintenance

We provide maintenance on all manufacturers including **Sun, IBM** and **COMPAQ/HP**. We also cover unbranded clone servers.

Workstation Maintenance

We provide maintenance on all types of **PC's** and **Laptops**.

Peripheral Maintenance

We provide maintenance for the three main types of peripherals - printers, scanners and plotters.

Communication Maintenance

We provide maintenance cover for all aspects of communication hardware including switches, routers, hubs and modems.



Support Solutions



Hardware Maintenance Service Levels

Full Service Support

All sites are surveyed at contract commencement and all equipment is covered from Day One – with no further costs to pay. This provides the lowest unit cost with simple, cost-effective administration.

Selective Cover Support

You choose which equipment will be on cover – dependant on criticality of function, and likelihood of failure. This provides a high level of flexibility, and enables you to tailor costs to your budget.

The standard hours of cover for both service levels are:

- **08:30 to 17:30 weekdays**
- **Extensions available up to 24 hours by 365 days a year**

We will provide you with a competitive quote combined with a clear service statement that ensures that you understand what is included. Our Service:

- **Is provided under a 1, 2 or 3-year contract**
- **Is designed to allow for flexibility** - this ensures that service delivery remains in line with the developments in your business.
- **Can range from a 4-hour response service for critical equipment to a 5+ day turn around for less important items.**

Servers and Critical Equipment Support Cover

In addition to the standard service features, critical equipment support can include:

- **Rapid response and fix times**
- **4 hours fix, 24 hours by 365 days a year**
- **Work-through to completion**
- **Full resolution of network problems**
- **Application and data restores**
- **Remote monitoring**
- **Pre-emptive resolution (Fix before Fail)**

