

Should you require hardware support, we can put together a tailored package, using either our own engineers or specialist contractors, depending on your specific requirements. We aim to be as flexible as possible in accommodating your needs, and can assure you of a fast response, quality of service and the highest standards of professionalism.

We understand that your EPoS and IT infrastructure is critical to your business and, in the event of a problem, needs to be repaired as quickly and efficiently as possible. Our hardware support contract can give you that peace of mind, providing field service technicians 24 hours a day, offering onsite support for your network servers, PC's and printers whenever you need it.

>> Fixed fee

For a fixed monthly fee, we will provide all the parts and labour necessary to repair any hardware fault on your IT equipment, servers, switches, PC's and printers. Simply select the response option that best meets your needs: 4-hour on-site, next business day or a technical swap-out service. Hours of cover can vary from eight hours a day Monday to Friday right through to 24 hours a day seven days a week.

>> Fast response

Once your contract is in place, should you encounter a problem, simply call our service team and speak with one of our experienced service desk technicians. They will assess the problem, diagnose any parts required and pass the details on to a field service technician, who will arrange to attend on-site, carry out the necessary repair work and replace any faulty parts. (For security purposes, all calls are recorded and you will be given a call reference number.) Our computerised service management system will identify your equipment and inform the technician of any previous call history or repeat calls, as well as the response time and service requirements.

>> Ad-hoc support

In the event that you need support for equipment not currently on a contract, we can provide an emergency call out service. This is available for £125, which covers travel to site and the first hour, with further time being charged at £65 per hour. Should you require assistance out of normal office hours, the fee for call-out and the first hour is £250, with further time charged at £130 per hour. Parts will be charged additionally, but the technician will advise you of the cost before they are fitted. While we cannot guarantee a response or fix time for ad-hoc customers, we can guarantee an excellent service.

>> Key features of contract

- Initial telephone support to resolve the problem remotely.
- Equipment from most major manufacturers covered.
- Over 20 years experience in providing on-site hardware support services.
- Guaranteed response to hardware faults: 4 hour, 8 hour or next business day.
- All parts, labour and call out charges included for on-site hardware repairs, for a fixed monthly fee.
- Support provided by fully accredited service technicians, with expertise in hardware support.
- Vast stock of spares and replacement equipment.
- Regular service performance reviews to monitor our service levels, giving you the opportunity to discuss your contract and any areas of concern.
- Flexible administration and invoicing terms, with contracts invoiced monthly by direct debit or annually, to suit you.

