

## BREAKFIX MAINTENANCE

Multi-vendor hardware services from a single partner

### WE TURN HARDWARE FAILURE INTO OPPORTUNITY

Our services offer straightforward hardware replacement designed to provide emergency support in the event of hardware failure. This provides our customers the backing of an extensive logistics network, access to highly qualified engineers and hardware sparing, in order to provide timely restoration of hardware functionality with minimal disruption to their business.

This service is available across an extensive range of hardware types, from numerous vendors including servers, desktops, laptops, printers, storage devices, network equipment, point-of-sale devices, audio visual equipment and IT peripherals.

### Key Features

All our services are managed from a modern, UK based, 24x7x365 Service Centre. The technical and operational support teams within this facility work to ITIL standards and are supported by fully integrated tools that enhance fix times. The service desk operation is further complemented by various service repair centres, strategically located local distribution hubs and a UK wide engineering presence.

#### Incident Management

Any fault identified is logged via a Service Management System, meaning we can record and track progress and manage tickets to the agreed SLAs. Faults can be raised with us in the following ways:

#### Phone

Through the Service Desk, which is available 24x7x365 to take and log calls, and to gather the necessary information needed to expedite the progress of incidents that may be raised.

#### Secure Web Portal

Our remote customer access facility utilises the latest Internet technology to provide customers with the ability to log and monitor incidents in real-time via a highly secure online portal. Incidents can be logged against product and serial or asset numbers.

#### Email

An email can be sent to the Service Desk anytime to raise an incident. This option is provided for convenience but is not recommended for high priority incidents.

#### Dynamic Resource Scheduling

Allocating the right engineering resource is the most demanding challenge faced by any IT service organisation. We have chosen to work with partners who have invested heavily in this area, integrating service management systems with Tracker Vehicle Asset Management and automated scheduling technology. This state-of-the-art software integration takes into account factors such as engineer location, incident

### At-a-glance

- 10% decrease in maintenance costs typically achieved
- 20% cheaper than standard vendor warranties
- 90% fix SLAs
- 24x7x365 support
- Delivered via UK-based service desk

location, the engineer's skills, SLAs, travel, traffic delays and shift patterns to produce the best schedule of work at all times, dynamically changing with these factors.

Similarly, we have selected Ecosystem partners that have mobile data built into their delivery tools. This ensures that when incidents are logged and the engineer is allocated, systems will immediately forward the relevant data to the Field Engineer's mobile device. Whenever the engineer updates the incident via his device, all operational personnel involved have up to the minute visibility of progress.

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### Key Benefits

#### Minimised Cost

Providing a multi-vendor, single point of contact, we can typically reduce maintenance costs by 10%. Likewise, we can show a 20% cost reduction compared to vendor warranties. Taking a high level review of all support contracts in this way helps consolidate arrangements and achieves the greatest economies of scale, whilst precisely meeting your needs and budget.

#### Improved Service Efficiency

Fix based SLAs provide guaranteed fix times and a UK-based service desk ensures your calls are handled quickly and efficiently to provide the fastest resolution. Where mission critical support is needed, on-site spares can also be arranged. Together these measures result in 90% fix SLAs. Regular Service Review Meetings and SLA Reporting provides ultimate transparency around your service.

#### Overall Peace of Mind

Servium has exhaustively searched for best-of-breed service partners to provide the breadth and depth of service expertise our customers demand. Each service partner is subject to a quarterly Partner Review Programme, which rigorously evaluates their performance to maintain the high standards we expect. Although a variety of expert partners may work on your behalf, you will always have a single point of contact at Servium, so issues are owned from start to finish and escalated quickly where required.

**“Servium has been a valuable partner for us. They bring professionalism, commercial best value and a broad range of expertise both technically and administratively to harmonising and managing our contractual arrangements”**

**Purchasing Controller - Piksel**

### More Information

For more information on our Breakfix Maintenance Services call **+44 (0)303 334 3000** or email **hello@servium.com**. Alternatively, find out more about our services and solutions by visiting **www.servium.com**.

### Our services ecosystem

Via our Services Ecosystem, we offer a comprehensive vendor-agnostic, best-of-breed range of lifecycle services that enhance how you approach the strategy, design, implementation, and support of your IT. This is delivered by a skilled portfolio of partners, covering a host of service disciplines including Consultancy, Cloud, Security, Hardware Breakfix, and Disposal.

We undertake rigorous vetting when selecting partners, assessing their services capability, customer referenceability, vendor accreditations, financial standing, commercial terms, and channel focus. In other words, we perform all the due diligence so that our customers don't have to. This saves time, effort, and money.

### About Servium

Servium is dedicated to creating great IT experiences - we seek to win the hearts and minds of IT strategy-makers, professionals and users. Our attitude is that no challenge is too big, no detail too small. We tackle both the ordinary and the extraordinary with the same focus and originality of thought that ensures solutions make a difference. It means we're one partner ready to assemble all the technology and know-how every medium to large organisation relies on. Matched by straight-talking, real-world experience and amazing service, our customers enjoy exceptional value; the product of the best innovation, latest thinking and a thriving ecosystem of technical experts.