Servium

EXTENDED CLIENT DEVICE SUPPORT

Assessing your options for out of warranty devices

The Challenge

The pandemic saw many devices purchased to support remote working arrangements. Devices bought in 2020 are likely to be out of warranty or shortly approaching that status, which means they are now more vulnerable, as they are left unsupported by the vendor.

The Solution

Protect your devices for peace of mind

Once the warranty expires on your devices, you need to consider your options:

1. Refresh your device estate

Replace existing devices with new.

Although, the more sustainable and less expensive option would be to extend the protection on your existing devices.

2. Extend vendor warranties

Protect devices by extending your existing vendor warranties. However, it is worth bearing in mind that this usually gets more expensive over time.

3. Extend support using a third-party

Extend the protection of your devices with an approved third-party. Third-party support offers the same or better support than the vendor, for a lower price. Servium's **Extended Client Device Support** is designed to provide comprehensive cover whilst delivering exceptional value. Our support is sourced via our extensive Services Ecosystem and delivered by accredited experts[1].

What's included in our Extended Client Device Support?

We have created a streamlined service to cover your device estate and take the worry out of supporting your client devices. Our extended support is available across Apple and PC devices.

We provide two different options to suit your needs: Standard Support and Advanced Support.

Feature	Standard Support	Advanced Support
Telephone triage in the event of hardware failure.	✓	✓
Free next working day collection of faulty device (9am – 3pm).	✓	
Accredited repair technician attends site next working day and collects faulty device in-person.		✓
Provision of comparable spec loan device, so user remains productive while the repair is performed, minimising business disruption.		✓
Data is transferred by the repair technician from the faulty device to the loan device, so data can still be accessed[2].		✓
2-day SLA on device repairs.	✓	✓
Free return of device upon repair.	✓	
Second on-site visit from repair technician to return repaired device. Data is restored and loan device returned.		✓

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Additional Services

Whether you invest in our Standard Support or our Advanced Support service, you also have the opportunity to enhance your cover to suit your specific business needs.

Accidental Damage
Accidents like spilling liquid on a laptop or dropping your device and cracking a screen are just as likely to happen as hardware failure. With our accidental damage service, you'll be covered for all eventualities.

Defective Media Retention (DMR)
Perhaps your business has a strict policy on data security that requires you to retain defective drives and data, to dispose of them in a certain way. We offer DMR, so you can meet these conditions and handle the matter on your own terms.

Secure Data Erasure
Secure Data Erasure securely wipes data from faulty media while avoiding the hassle and cost of DMR. We remove data from the faulty device using White Canyon, which meets the industry standards of the NIST 5 cybersecurity framework. This service also includes a certificate as proof of erasure.

IT Asset Disposal (ITAD)
Our ITAD service will safely dispose of devices that have reached the end of their operational life. We recycle outgoing technology responsibly and recover any residual value wherever possible.

Financial Services
Choose to spread the cost of our support using our financial services. Fund device support as a monthly recurring service, to make budgets easier to manage and protect CapEx for more strategic projects.

Key Benefits of Third-Party Support

Choose Standard or Advanced cover and benefit from:

Multi-vendor support
Cover all devices from all major vendors (including Apple, Dell, HP, and Lenovo), helping you easily consolidate support across a mixed-vendor device estate. When you encounter an issue, you'll have one number to call and one contract to manage.

Added flexibility
The freedom to adjust support on a device-by-device basis to meet your organisation's exact requirements. For example, pick Advanced support for management and executives only, so the most critical personnel are always kept operational.

Similarly, additional support services can be activated for individual devices or estate-wide.

Greater productivity
All repairs are handled within two working days, which is faster than most vendor SLAs and supports greater workplace productivity.

Experienced engineers
All our work is carried out by fully accredited repair technicians, using official OEM parts for repairs.

Extend device lifecycles
Confidently sweat your device assets for longer to save money while also providing a sustainable alternative to replacing out of warranty devices.

Lower costs
As IT budgets are stretched, you may face pressure to minimise operational and maintenance costs. Our Extended Client Device Support can provide the same level of service as extended vendor support at a much more competitive price. Unlike with vendor support, the longer you choose third-party cover for, the cheaper our service will become.

Simplified pricing
We offer a transparent pricing structure, charged on a price-per-device basis (please see below for example pricing).

Example Pricing (from)

	Standard Support		Advanced Support	
	1 Year	3 Years	1 Year	3 Years
Per Device	£23.41	£63.69	£42.15	£114.63
Per Apple Device	£35.59	£96.81	£64.06	£174.27

Next Steps

If you would like to obtain support or get a more specific cost for our Extended Client Device Support, please contact your Account Manager, or visit: servium.com/extended-client-device-support.

[1] Please note that our third-party support is currently only available across UK mainland territory.

[2] Any data that can be retrieved from the faulty device will be transferred to the loan device, then back to the repaired device when returned.