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[www.servermaintenance.co.uk](http://www.servermaintenance.co.uk)



## ***SPECIALIST INDEPENDENT DELL SERVER SUPPORT***

### **POWEREDGE**



### **POWERSHIELD**





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## SPECIALIST INDEPENDENT DELL SERVER SUPPORT

### PEACE OF MIND AND UP TO 40% SAVINGS ON DELL SERVERS

Our commitment to you is low cost, high quality maintenance. We have been providing a superior service at prices that are up to and sometimes **over 40% less than Dell list**. Talk to our customers. Undoubtedly their experiences will reassure you that time and time again we provide an excellent service whilst dramatically reducing the prices that they were paying.

Our business model has value at its core. The on-going success of our maintenance service is based on excellent engineering skills and low cost administration with readily accessible spares. We have recruited the most technically competent engineers with many years experience of Dell equipment.

Our overheads are low because we refrain from expenditure in areas where we do not believe there is benefit to you, the customer. We hope you'll agree the key to a successful maintenance service is fast response and fast fix times. These are the areas we have invested in and they are the essential ingredients for our growing maintenance success.

### CUSTOMER RESPONSE CENTRES

Our Customer Response Centres and excellent parts availability enable fast responses and support rapid fault fixing. Every attempt is made to fix your computer fault on the first call. This policy applies to all fault calls from system down calls to more basic problems. The Support Centre has a full complement of Dell systems, which enable our engineers to assist customers with off-site fault investigation of system errors and to provide a full back-up maintenance facility for our customers. The Response Desk is operational 24 hours a day, 365 days a year and our engineers are immediately contactable.

### MAINTENANCE FOR UNSUPPORTED SYSTEMS

The core business of hardware manufacturers is selling new equipment. They have fast evolving product portfolios which often leave customers behind. We specialise in supporting servers for as long as you the customer require them. We appreciate the significant investment you have made in your technology and provide a bridge between the 'end of life' of a product as far as Dell are concerned and the end of its useful life to you the customer.

### SOFTWARE SUPPORT

We offer a complete range of software support for the Microsoft operating systems. Our OS support can range from ad-hoc system housekeeping and performance tuning to server monitoring and management outsourcing.

### LISTEN TO OUR CUSTOMERS

*"Just wanted to drop you a quick note to say that I am extremely impressed with your service. On both occasions we have called for help we have been up and running again in an acceptable timeframe, your engineers are knowledgeable and friendly (even when called out last thing on a Friday!!!) and the whole experience is considerably better than a number that I have had on the phone to dell engineers begging them to actually send someone out. Well Done! "*

Ryan Chambers  
IT Systems Admin  
APV Baker (Part of the Invensys Group)




Save

More....





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## SPECIALIST INDEPENDENT DELL SERVER SUPPORT

### NATIONWIDE COVERAGE

We provide nationwide support from our regional service centres. Each is equipped with a complete spares holding and this can be supplemented with on-site spares for many customers in order to ensure fast responses and first time fixes.



### TAILORED SUPPORT PACKAGES

We realise that not everyone is the same; hence many of our customers opt for different packages across different departments or machines. Some choose a higher cover package (4 hour response with 4 hour fix) for servers which are mission critical machines whilst opting for a lower package (8 hour response) for development machines. We are always happy to discuss tailoring a support model to complement the way you work.

### PLATFORM/SERVICES FOR SUN CUSTOMERS

Platform	Maintenance	Software Support	Disaster Recovery
PowerEdge	✓	✓	✓
Powervault	✓	✓	✓

### OTHER SERVICES FOR SUN CUSTOMERS:

- **Systems (New & Used)**
- **Upgrades (New & Used)**
- **Rentals**
- **Disaster Recovery**
- **Parts locator**

### Platinum

24 x 7 x 365  
4hr response  
+ 4 hr Fix  
Dedicated engineers  
Remote Monitoring

### Gold

Monday to Friday  
Cover  
7am to 7pm  
Ex. Bank Hols  
4hr response

### Silver

Monday to Friday  
Cover  
9am to 5pm  
Ex. Bank Hols  
4hr response

### Bronze

Monday to Friday  
Cover  
9am to 5pm  
Ex. Bank Hols  
8hr response

### More

*Savings...*



#### ADD ONS

Software Support  
DR Cover

#### ADD ONS

Software Support  
+ Fix time  
Extended Hours  
Weekend Cover  
Bank Hols Cover  
Remote Monitoring  
DR Cover

#### ADD ONS

Software Support  
+ Fix time  
Extended Hours  
Weekend Cover  
Bank Hols Cover  
DR Cover

#### ADD ONS

Software Support  
+ Fix time  
Extended Hours  
Weekend Cover  
Bank Hols Cover  
DR Cover

