

Breakfix Maintenance Services

Through our Services Ecosystem, comprised of a range of specialist partners, Servium has one of the UK's leading independent field engineering resources. This gives us the capability to provide a portfolio of cost effective, multi-vendor, hardware breakfix maintenance services.



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.

At-a-glance

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

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 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 SLA's 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 SLA's. 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 customer 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 - Pikel

More Information

For more information on our Breakfix Maintenance Services call **0844 736 6155** or email services@servium.co.uk. Alternatively, find out more about our services and solutions by visiting www.servium.co.uk.

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 Break Fix and Disposal.

We undertake rigorous vetting when selecting partners, assessing their services capability, customer referencability, 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 provides IT infrastructure services for medium to large enterprises in both the private and public sector. We pride ourselves on delivering innovative solutions inspired by overcoming the day-to-day and strategic IT challenges of our customers. This is achieved by blending the best emerging technologies with professional customer service to answer these challenges and deliver economies not previously possible.



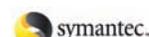
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