

Hardware Support Service



# SYSTEMCARE

**SYSTEMCARE**  
Break-Fix Repair Service

**SYSTEMCAREPLUS**  
On site Maintenance Contracts



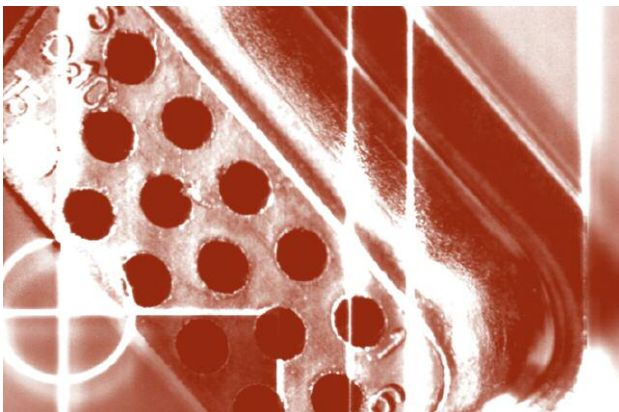
# SYSTEMCARE



**Servatech's Hardware maintenance and repair service is called SYSTEMCARE.**

**Servatech is able to tailor SYSTEMCARE to deliver a flexible, cost-effective maintenance solution, guaranteeing the fastest fix time possible within your budget restrictions.**

**SYSTEMCARE offers you the peace of mind that in the event of a computer hardware failure, the disruption and downtime on your computer equipment will be minimal. This is of increasing importance as businesses now depend more heavily than ever on technology to manage their own data, customer data and competitor information.**



## SYSTEMCARE

Servatech have an extensive systems spares holding at our workshop in Wakefield, in addition to this we also hold "hot swap" File Servers for every model of Compaq/HP System we have ever sold.

Servatech Field Engineers carry a large number of frequently used parts as "boot stock" and can order items direct through PDA links to our Service Management System

Our engineering spares are held exclusively for the support of customers under a maintenance agreement and because Servatech makes this commitment, we are in a position to be able to guarantee the service-fix level.

Over ninety five percent of our business is done within a defined geographic area, all of which is within easy reach of our Wakefield office. Since we limit the area we cover, we are in a position to be able to guarantee the service-response level.

Should you have a fault with your equipment, call our support hotline on 01924 880630 where your fault details will be recorded onto a fully- computerised service management system for immediate response.

A technician will always speak to you on line, if available, but in any case will call you back, almost straight away. Servatech have found historically that in many cases it is possible to rectify the fault over the phone, however if a call out is required, the fault is allocated to the Service Centre, which will dispatch a fully trained engineer to you with the appropriate tools and parts.

Our express workshop service provides on-site and workshop repair services without a requirement to enter into a formal contract and all calls are charged on a time and materials basis.

Organisations that require the fixed costs and guaranteed service levels provided by a Maintenance agreement, should choose SYSTEMCAREPLUS

## SYSTEMCAREPLUS

**This annually renewable contract provides all of the support services included within SYSTEMCARE, but on an individually tailored basis and includes all call-out, parts and labour costs.**

On-site maintenance cover is the most convenient way of ensuring minimal disruption to you and your organisation should an item of equipment need repair.

Servatech has a first time, on site fix in excess of 80% and on the rare occasions equipment needs to be removed to our workshop, we will offer a loan machine of an equal or greater specification, compatible with your existing system, subject to availability.

Equipment can be added to your contract at any time and will be invoiced on a pro rata basis, equally, replaced or obsolete equipment can be removed from the contract and a pro rata credit note issued.

Computer equipment not on contract requiring attention will be charged at an agreed repair rate.

## PERFORMANCE REPORTING

Servatech contract customers have access to the SICLOPS Service Management System through a secure web connection, for statistical and performance reporting on their individual account.

Servatech can provide monthly performance statistics such as the number of breakdowns and fault types, offering an accurate record of service incidents encountered over a specific period.

System review meetings are held on a regular basis to assess performance, control budgets and make any necessary amendments to cover level.



## COMPAQ / HP WARRANTY UPLIFT SERVICE

Many Vendors provide warranty services with equipment, however the only target is that their engineer will get to site before the end of the next working day and usually guaranteed fix times are available only after paying a premium.

Servatech as a long time Partner of Compaq and HP is able to provide guaranteed levels of Service from its own bonded stock as part of a chargeable contract.

Your Compaq/HP Server will be repaired by a Compaq Certified member of Servatechs engineering team, who is not only familiar with the Server hardware, but also knows the exact way it should be setup and configured and the way it interacts with all your software.\*

Any work carried out as part of this type of agreement with Servatech will be done by a certified systems engineer. (Microsoft MCSE – Novell CNE – Citrix CSA).

This high-value added service provides real peace of mind in the event of problems with your most mission critical equipment. Rest assured that Servatech will not dispatch junior or less experienced engineers to deal with faults of this nature.

\* For a list of commonly supported software packages please see SoftSUPPORT Brochure

## SYSTEMCAREPLUS

### HARDWARE ACCREDITATIONS

Servatech is accredited by and carries out repairs on site and in its workshop for the following equipment

**3Com**

**Apple**

**Cisco**

**Compaq**

**HP**

**Intel**

**Mitel**

**Nortel**

**Panasonic**

**Toshiba**

### SOFTWARE ACCREDITATIONS

Servatech is accredited by and carries out support on site and in its workshop for the following.

**Microsoft**

**Novell**

**Citrix**

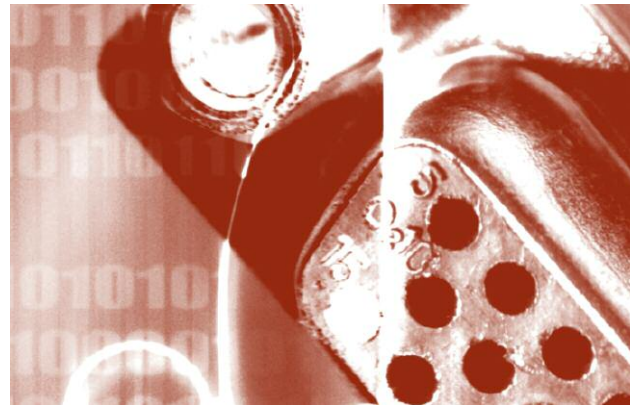
**Network Associates**

**Veritas**

**Computer Associates**

**Equisys**

**Sage**



### HARDWARE COVERED UNDER SYSTEMCARE / PLUS

Servatech will provide broad line and specific support for the network, desktop and server equipment along with any other peripheral devices including, but not limited to:-

**File Servers**

**PC Desktop systems**

**Printers**

**Laptops**

**Network and communications equipment**

**Network and IP Telephony**

**Backup and Storage devices**

Other Specialist Hardware will be considered subject to survey

SYSTEMCARE terms and conditions apply –

contact your Servatech representative on

**01924 880630**

for full details