

Infrastructure Support Services

Ultima deliver nationwide break/fix support for a range of hardware vendors including HP, Dell, Sun, IBM and Cisco. Our dedicated team is experienced in delivering a high level of customer service, so from the time a call is placed, to when your issue is resolved, you can be sure of total quality.



Reactive break/fix service

We have a tremendous pool of experienced maintenance engineers who are specialists in their own infrastructure field. Coupled with a vast logistics operation, our 24x7 Technical Service Centre (accredited to ISO27001 security standards) is ready and waiting to perform, from the moment you place your call.



Proactive break/fix service

Ultima can offer a proactive service to complement your break/fix maintenance solution. This service will enable your valuable IT infrastructure to benefit from 24x7x365 remote monitoring and alerting.

If a device fails during an out of hour's period, generally nothing is done until the following working day. This wastes valuable time when replacing faulty hardware. In order to gain value from your break/fix contract Ultima can offer a seamless service.



Not just a repair

Ultima maintenance support doesn't just focus on repairing the hardware fault. We are an extension of your own IT support team in ensuring the 'restoration of service' including configuration and software reloads against pre-determined SLA's.

Service Benefits



Reactive break/fix service

- 24 x 7 technical centre for call logging and ownership
- Service delivery management
- Site familiar engineers accredited and experienced in line with equipment to be supported
- Ease of administration
- Proactive reviews with call statistics
- Emailed call alerts and web based call tracking



Proactive break/fix service

- A device is pinged every 5 minutes, day in, day out
- If the device is down longer than 3 consecutive pings, an alert is automatically generated
- The alert is sent to multiple addresses requesting confirmation that the device is down
- An SMS text is sent (as an optional extra)
- Maintenance details are held for ease of escalation
- The call is logged and handed over to our maintenance provider for resolution

Our Experience

Ultima's dedicated maintenance team act as a single point of management for our customers. We have established maintenance agreements with all the main multi-vendor specialists and can combine these into a single consolidated agreement. We currently manage over 240 maintenance contracts and our customers would recommend us for our consistently high level of customer service and cost savings.

The following are some examples of where we have reduced maintenance costs for our clients:



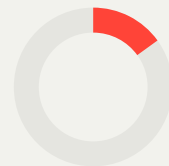
A major Gambling company saved **over 30%** by switching their Core IBM I/P series and IBM X series to Ultima from IBM.



A key London legal firm saved up to **25%** by switching their Core HP Intel server and HP storage maintenance to Ultima from HP - and **up to 15%** on their Cisco Voice and LAN network.



A leading London publishing company saved up to **20%** by consolidating their network, server and storage contracts through Ultima.



A leading clinical research organisation with an ageing printing estate **saved up to 15%** on their printing costs through an outsourced managed print contract from Ultima.





→ Infrastructure Support Services Datasheet

Why Ultima for Maintenance?



Customised SLAs up to a 24x7 and 4-hour break/fix



Access to 60 UK wide service centres and 1,000 accredited engineers, with £15m of spares across multiple vendors



85% of the UK can be reached within 1 hour



Single point of escalation and Ultima service delivery team



Continual review of service with trend analysis



Scheduled renewal meetings for on-going maintenance



Centralised management for all maintenance services



Our “Fix First” promise allows consistent service without administrative delays



Access to global coverage throughout Europe, Asia, Africa, the America's and the Middle East



Network service restoration includes configuration and software reloads



Discounted pricing and customised solutions aimed at reducing costs

Contact us for more info

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