

Infrastructure Support Services

Delivering nationwide break/fix support for a range of hardware vendors including HP, Dell, Sun, IBM and Cisco.

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.

Why Ultima?

At the core of our proposition, Ultima provides teams of technology experts with over 30 years of experience in consulting, 24x7, end-to-end, Managed Services on a "follow the sun" model, plus deep knowledge and experience in automation and AI technologies. Our global vendor partnerships ensure we deliver the best solutions across Cloud, Security and Digital Workspace needs to provide our customers with optimum business resilience and reputational health outcomes.

	OEM	Ultima
Flexible SLAs		✓
Built-in Escalation	✓	✓
Dedicated Parts Stocking		✓
Custom Expiration Dates		✓
Software Updates	✓	
Cost Savings		✓
EOSL Service		✓
Certified Specialists	✓	✓
Dedicated Account Management	✓	✓
Service Reviews		✓
Remote Technical Software Support		✓
24x7x365 Helpdesk Support	✓	✓
UK-based Call Centre		✓
Hot Spares Onsite		✓
Nationwide Global Coverage	✓	✓
Pre-contract Inspection and Service Take On		✓
Named Site Familiar Engineers		✓

Why Ultima for maintenance?

- Access to global coverage and customised SLA's globally.
- Centralised management for all maintenance services and a single point escalation to the Ultima delivery team.
- £10m+ of stocked spares across multiple vendor platforms.
- Over 1,000 OEM skilled, specialist engineers.

Not just replacing hardware

The 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.

Vendors

