

Ultima and Smart Capital Technology Partnership

Delivering high quality provision of IT spares, logistics and comprehensive services for networks.

Ultima have chosen Smart Capital Technology [SCT] as its network maintenance delivery partner to deliver high quality network support services to your organisation.

Working with you, we take the time to understand the intricacies of your organisation to achieve your objectives and boost your network efficiency through maximising uptime.

99%+ SLA achievement

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.

The right spare, in the right place, at the right time






SCT's Inventory Service is a global rapid-response IT hardware replacement and spares Inventory-as-a-Service solution, which provides a complete end-to-end managed facility for voice and data networking hardware.

This enables you to efficiently manage in life and end of life IT hardware and spare parts, with or without engineering resource, whenever and wherever you need them.

Features, advantages and benefits

Our objective is simple, to deliver greater efficiencies and performance gains above and beyond our customers' existing operations.

We achieve this by taking full ownership and responsibility for various functions that help to streamline processes and lower your operational costs, including:




-  **Service Desk** - A fully operation, 24x7 service desk, security cleared.
-  **IT Courier** - Dedicated specialist IT couriers for all deliveries and collections.
-  **RMA facility** - Skilled resources / secure return mechanise authorisation [RMA].
-  **IT engineering** - 40+ skilled in house engineers.
-  **GoSmart** - On-demand and reliable technical courier service for secure returns and repairs.

Ultima and Smart Capital Technology Partnership

For business, and for the planet

We know how important it is for our customers to have partners with corporate and social responsibility goals that align with their own. That's why we'll always strive to extend the life of products and help reduce their impact on the environment.

SCT's offering enables you to extend the life of hardware so wherever possible, **we will:**

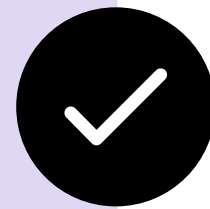
-  **Repair** - Troubleshoot, diagnose and repair products down to circuit board level .
-  **Reuse** - Strip out working components from products and returns them to the repair cycle for future use.
-  **Recycle** - Break products down into precious metals and deliver into the mainstream recycling train.

Reasons to choose SCT



Service excellence

Experienced teams providing high quality service, consistently achieving 99+ SLA.



Delivers

SCT successfully deliver services to a contracts base with an asset value in excess of \$2B. In a recent survey, customers rated us 9/10 in overall performance.



Highly secure

A highly secure return merchandise authorisation [RMA] facility, operated by security-cleared engineers.



Great value

Our services offer great value, including cost savings vs OEM support and operational efficiency.



Track record

Exceptional IT services for 20 years, with great customer loyalty and many long-term partnerships.



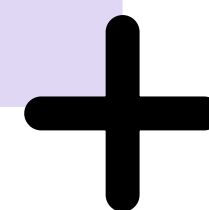
Committed

SCT are committed to providing authorised and reliable support for in life and end of service life hardware



Global support & engineering capabilities

A global network of 600+ strategic stock locations and 3000+ associate engineers, providing a truly global reach.



SCT offers...

Inventory-as-a-Service + IT Engineering Services + GoSmart Technical Courier Service