



● Hardware support and Maintenance Services ●

Daisy Hardware Support & Maintenance Services ensure cost-effective coverage and effective fault resolution whatever your location in the UK, infrastructure or business requirements. Our nationwide, mobile and on-site teams, complemented by the latest diagnostic facilities, deliver high levels of first touch resolution and system recovery.

With access to 1,300 technical staff and coverage up to 24/7, we offer one of the UK's biggest independent engineering forces. Options can be tailored to match your operational, technical and business requirements, providing the precise service levels and hours of coverage required. Our Hardware Support & Maintenance clients include Royal London, Phones 4U, Thomas Cook and Turner & Townend.

What's covered?

Managed by a Service Delivery Manager (SDM), these services can be used to complement and extend your own support capabilities or delivered as a fully managed service up to 24/7 with guaranteed Return To Service (RTS) installation and recovery. Service Level Agreements (SLAs) can include:

- **2hr response:** a highly skilled dedicated engineer is based on-site, supported by locally held spares – this highest level of service is designed for absolutely essential IT operations
- **4hr RTS:** for mission critical infrastructure items creating multi-user failure
- **8hr RTS:** for less critical equipment
- **16hr RTS:** usually for equipment causing single user failure, such as local printing
- **Next Business Day (NBD):** incidents are fixed prior to the end of the service window on the following business day, typically used for desktop equipment resulting in single user failure

All 'standard' offerings can be fully tailored to meet specific needs, backed by capabilities including:

- 46 logistics depots – ongoing spares holdings valued at £32m
- Access to one of the UK's largest independent engineering forces – 1300+ technical personnel
- Dedicated site engineers, shared service teams and mobile engineers
- Warranty Management: uplift to standard vendor offerings
- SLA/KPI analysis, reporting and management engineer's ability to deliver the core services agreed

How You Benefit

- **Peace of mind:** we manage hardware incidents through to resolution – within contracted "Fix" service levels
- **Immediate access to skilled resources:** improve service delivery while reducing the capital investments and running costs required for in-house delivery – avoid running costly and inefficient small-scale operations
- **UK-wide coverage up to 24/7** – a fully scalable service with a single point of contact
- **Enhance a warranty** or response only service to a committed fix service
- **Warranty is never compromised** as we only use vendor approved parts, with all work supported by vendor accreditations and authorised service partnerships
- **Even faster and lower cost** resolution possible via remote diagnostics – which can mean no need for onsite visits

What can Daisy Hardware Support & Maintenance Services do for you?

Service Delivery

Incidents are technically vetted and passed to Logistics Planning and Field Service Planning, with engineers and parts despatched to meet the guaranteed fix level to contracted service levels. Fixes within contracted service levels are achieved through a variety of methods including remote, phone support, supply of replaceable unit, technical couriers and site visits by an accredited engineer. The engineer fixes the unit wherever possible. If this cannot be achieved we exchange the unit to provide a loan of equivalent or higher specification within the fix time, with client equipment sent to the Daisy workshop for repair.

Highly experienced Daisy Call Centre agents handle each service request, using the Daisy incident management system and updating the customer or Service Desk as necessary on progress.

Governance and best practice

An active corporate member of the IT Service Management Forum (itSMF), Daisy is fully engaged with the development and promotion of best practice in IT service management, standards and qualifications – so our customers always benefit from the most up-to-date skills, proven processes and industry recognised practice.

Our service management system is conformant with ITIL service support processes and provides a range of management information as metrics and Key Performance Indicators (KPIs), delivered and reviewed on a regular basis. When new service support processes are instigated, we formulate a service catalogue in partnership with a customer organisation to describe the services provided, service levels, escalation points and charges. We actively encourage conformance and conformance or compliance with ISO/IEC 20000.

To find out more about Daisy consultancy services speak to one of our specialists today:

 **0800 040 88 88**

 sales@daisygroup.com

Why Managed IT Services from Daisy?

Today's internal IT function cannot be all things to all people at all times, staying on top of the latest technology and meeting changing demands while facing constant pressure on budget, headcount and resources. This is where Daisy can help you to reduce costs, enhance IT service levels, eliminate risk and profit from innovation through a complete range of managed IT services – all informed by business-focused consulting and with business continuity embedded. We develop a deep understanding of your set-up and requirements then advise on the right services to optimise efficiency while driving costs down. In addition to Service Desk, other Managed IT Services include:

- Service Desk
- Deskside Services
- Software Support
- Installs, Moves, Additions, Changes
- Disposal (IMACD)
- Systems Monitoring & Management
- Network Monitoring & Management
- Managed IT Lifecycle Services
- Service Delivery Management
- Business Consulting

“Daisy is a key player in our sourcing strategy. We have a very good relationship based on an excellent operational level. The Phones 4u Daisy relationship is an excellent example of where ‘smart sourcing’ can deliver real value.”

Dave Robertson – Head of IT Managed Services, Phones 4u