

ASSURE

FIELD ASSURANCE

Service Overview

Leveraging 10 years of **Field & Technology Support**, our Field Assurance Solution will deliver all of your Digital Infrastructure Field Engineering requirements to meet and exceed customer experience expectations.

We provide a Field Engineer to site within 4 hours to execute your hardware replacement strategy; **sustainably** with **agility** and **efficiency**.

Our Engineer-to-site solution is a channel-only service for MSP, Vendors, VAR's, Distribution, TPM's, & Outsourcers to maintain infrastructure and networking hardware.

Key Feature and Benefits

- Annual fixed price support allowing complete cost optimisation
- 20% discounts for registration of opportunity to build cooperative commercial model
- Measured and sustainable delivery model
- Rapid initiation of service. Maximum of 5 working days for go-live
- Engineers have defined inventory of cables, console cables, ladders, power leads
- All engineers directly employed, hold DBS enhanced with child barring, right to work, carry photo ID
- Engineers carry equipment to work up to 2.7m (also IPAF certified)
- Allocation of engineers at point of call
- Option for maintenance part recovery (reverse logistics)

Example Vendor Capability



Other Extensive Technologies Supported:

End User Compute | Server | Storage | Building Management | Digital Signage | Audio Visual | CCTV | IOT

Use Cases

Vendor support enhancement – Vendors want to ensure high quality sparing, access to software, firmware and technical escalation to fully underpin their technology. These are key considerations when buying Maintenance Support. There is a significant uplift in cost from SLA part-only (with Technical and software support) to part and engineer service. We can help you enhance the vendor quality with engineering uplifts, which ensure excellence and offer 20-40% cost reductions.

Client or partner-owned sparing – If you have access to sparing, either the client is holding spares onsite, you hold spares for your clients or you are utilising an existing third party maintainer, we provide engineering enhancement, reducing cost and improving SLA. Our engineers will meet the part onsite, make the change, liaising with your services desk team and then agree the returns process.

Value Proposition

- Fixed price per item
- Complements existing support models
- Reduces cost for Field Delivery
- Not based on hardware sparing model
- Reduction of lost sparing
- Spares accountability

