



Unified-Support

Repairs Management

Protecting your Assets

What is the difference:

- Site Aware and Accredited Engineers and Service Specialists.
- You pay for the support you need when you need it.
- Fixed costs.
- Our business focus is operational service – without the overheads.

What is included:

- Ability to raise tailored support when you need it.
- Hardware Consultancy Audit conducted on site.
- Tailored ongoing plans to meet your needs.
- Comprehensive attendance reports.
- Dedicated highly experienced service management.

TURNKEY SOLUTIONS

For more information on any of our products or services please visit us on the Web at:

www.unified-support.co.uk
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 tel. +447780601550



As a client, do you understand the lifespan of your assets, are you aware of the current firmware in place or kept up to date with any changes and potential benefits? Does your maintenance provider supply regular status snapshots of hardware and its manufacturer support allowing you to plan for the future and tackle any RMAs?

At Unified-Support maintenance is in our blood, we thrive on detail, ensuring our clients get the very best lifespan and functionality of their systems.

We can provide structured repairs management of your hardware ensuring it is registered, kept up to date and supported by manufacturers, we review warranty status and provide options upon expiry offering RMA services if required, putting our clients in control.

At Unified support we think differently, our ethos is to charge for support as you need it when you need it, tailored to your needs – you get enhanced support at a fraction of the traditional cost.

How does it work?

- Unified-Support collaborate with you to build an agreed output program in advance to ensure we meet your needs. We have the service experience to review your current hardware and its lifespan ensuring technical support.
- Unified-Support dispatch a specialist team to your location when you need it and conduct a full audit and data analysis. Seeking and utilizing input from system components, integrators manufacturers and client technology roadmap and associated teams. With an aim to capture existing and predicted future needs through a thorough understanding of our client.
- Delivery plans and ongoing tracking methodology are built to our mutually agreed standards, putting forward recommendations and service roadmap based upon experience, tailored to our client's environment. We can help with change decisions to ensure your hardware remains live and supported.

SERVICES AVAILABLE

Technical Support

Maintenance

Hardware Support

Solution Consultancy

Support Consultancy

End User Training

Why make technology expensive and difficult to maintain? Unified-Support are here to help, with over 50 Years' experience in the Technology Support sector we aim to make a difference.