



## Hardware Support Services

Spare some time and money while managing your Computers & laptops !



### Material support with or without warranty

With our offer “Hardware Support & Services”, enjoy a set of high quality services independently from your manufacturer’s warranty :

- ◆ Coverage under the manufacturer’s warranty by a local service provider
- ◆ Contractual commitment on the intervention time
- ◆ Contractual commitment on the resolution time
- ◆ Optional coverage : 24/7 support
- ◆ Sustainability of your computer hardware
- ◆ Disposable replacement material
- ◆ Reduced immobilization time for a better efficiency

### Authorised service center



### Matériel Support in a life cycle management service offering

#### Financing

- Consolidation of purchases and services
- Single invoice for all services (multiple addresses possible)
- Outstanding balance insurance

#### Initial Setup

- Creation and/or deployment of images and profiles
- Delivery and collection of packaging
- Installation in the workplace
- Serialisation and labelling
- User training

#### Life of the equipment

- Hardware support management according to the chosen contract
- Image-based reinstallation
- Repair
- Standard exchange (depending on buffer stock)
- Monthly reporting

#### End of life

- Reconditioning and permanent deletion of data
- Residual value (depending on obsolescence)
- Sustainable development report
- Return of equipment
- Removal from inventory

## Advantages of our “Hardware Support & Services”

- ◆ Preliminary control before a support contract offer
- ◆ On site visit before the installation of new equipments (Ex: racking servers, storage, etc.) and checking the compliance of an IT room
- ◆ Recording and follow-up of incidents et suivi des incidents. Solid reports on the follow-ups of incidents.
- ◆ Unique contact point for every contracts depending on the level of service and support available 24/7.
- ◆ Follow-up on the users' requests.
- ◆ Monitoring the respect of the contractual commitments  
Service executed by a local actor near you, approved for repair by DELL, HP and LENOVO constructors.
- ◆ Fault diagnosis and quote out of warranty
- ◆ Possibility to loan an equivalent material during reparation
- ◆ For your servers, on site intervention and reparation 24/7
- ◆ Project management : preparation and individual or mass deployment of the workstation (OS and softwares)
- ◆ Unique contact point for the management of incidents or issues for the products out of catalogue and for which we don't have the technical certifications (Ex : Kodak scanners, tablets, Microsoft, Cisco products, etc...)
- ◆ Possibility to keep your hard drives in case of failure (DMR option : Detective Media Response)

## OUR DIFFERENT OFFERS

	Basic pack	Continuity pack	Cycle of life pack
Commitment to cover R2 / R3	Depending on availability *	8h or next working day	4h, 8h or next working day
Resolution commitment	According to manufacturers' clauses	8h or next working day	4h, 8h or next working day
Intervention follow-up	NO	Notification of opening/closing by e-mail	Notification of opening/closing by e-mail + weekly report
Follow-up meeting	NO	NO	Quarterly
Imaging + image reinstallation in the event of a failure	NO	Optional **	Included **
Maintaining updates (OS & applications)	NO	Optional **	Optional
Replacement equipment	Non-inclus payant ***	YES ***	Inclus (configuration identique)
Pick-up / Return to site	Not included, rate according to zone	Not included, rate according to zone	Included
Recurrent pick-up / drop-off at site	NO	Optional	Optional
Weekend or 24x7 support / resolution	NO	Optional	Optional
Old equipment trade-in	NO	NO	Valuation according to configuration and age
Delivery of new equipment without packaging (or recycling)	NO	Optional	Included

\* Non-guaranteed delay, to the best of our ability    \*\* On website on client tool or with WDS    \*\*\* Subject to availability and configuration according to stock

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