

Tell me more about... Hardware Breakfix

Being an expert in a chosen field doesn't necessarily mean being an expert in all things concerned with running IT. Sometimes it really is just better to get specialists in to take control and help manage all or part of IT support.

Hardware Breakfix

With the rapidly changing face of IT Solutions, it is becoming increasingly difficult for organisations to maintain skills in house to support their IT estate and there is also an increasing management overhead in dealing with ad hoc multi partner relationships and warranty provision.

BT Engage IT will review an organisations IT service requirements and tailor a support solution providing a "Single Point of Contact" for all your needs. With over 35 years of industry experience customers can be assured of a world class experience.

How can we help a customer with their Hardware Breakfix requirements?

We offer a range of service options suitable for varying organisational requirements to provide our customers with total flexibility. In addition, the customer can choose from a range of fix targets and service windows to suit their needs.

BT Engage IT provides the full end to end service required by most organisations. With key experience with major businesses, we are best placed to be able to offer a range and scale of services suitable to the needs of most organisations. Our industry leading support systems, expertise and experience helps us to deliver competitive advantage and increased customer and user satisfaction.

What type of organisation would want this?

Organisations who want to ensure they are prepared for their hardware failing or the occurrence of a major breakdown. In the event of failure the likelihood is that the manufacturer warranty rarely meets the business need, or indeed the products are not covered by warranty. Without access to a fast and reliable solution the consequence can be costly downtime and lost business.

We can help them concentrate on their core business, by letting us take the headache of IT support away from them, and making sure they are prepared.

What else can organisations benefit from?

Single contact number, UK Service Desk with 24x7 call logging - provides ease of access 24x7. Options to log electronically are also available.

UK Wide cover – in excess of 200 engineers spread across the UK.

Guaranteed fix times – 2hr, 4hr, 8hr, NBD, 2BD, with the ability to select various fix

Key advantages

- Highly trained and experienced engineering teams
- Ability to leverage warranty benefits within support contracts to minimise costs
- Variable SLA and/or service window
- Strong references and partnerships with industry leaders
- Direct support model for warranty customers
- UK-wide service presence
- Immediate access to spares
- Single point of contact
- Guaranteed fix
- Robust partnerships with tier 1 manufacturers
- One contract to cover all SLA's, products and service windows

What can we help with?

- 4hr fix on servers?... no problem
- 8hr fix on laptops?... consider it done
- 24hr cover on the network?... we are there 24x7
- User moves?... just tell us where and when
- Software re-load?... flexible support solutions around the clock across the UK – with skilled resource, the right part at the right time – every time!!!

Why BT Engage IT?

- Quality - BS EN ISO 9001: 2000
- Security - ISO 27001
- Service - ISO /IEC 20000
- Environment - ISO 14001
- Stability - Part of the BT Group
- Strategic service partner to ALL tier 1 Manufacturers
- Over 800 staff, including 300 skilled IT professionals, UK-wide
- 24 x 365 UK-wide coverage
- SLA from 2 hour fix to 2 business days
- Emergency parts collection within 1hr
- WEEE compliant disposal services
- Operating under strict Service Level Management governance with measurable and reportable KPI's