

# Break-Fix Hardware Maintenance

**Resolve unexpected hardware failures with this service**

Total offers a break-fix maintenance service, delivered to a SLA of your choosing, for server, storage, networking, printer, POS (point of sale) and Apple hardware. You'll benefit from a tailored service delivered by a team of certified, multi-skilled local engineers, with ready access to spare parts.

## Why would you want it?

Hardware failures within your core infrastructure can compromise the service you deliver to your organisation.

Total's Break-Fix Hardware Maintenance service provides you with ready access to a nationwide team of skilled engineers with local stocks of replacement parts, to enable hardware failures to be resolved in a timely fashion.

All major hardware vendors' products are covered, including many 'end of life' products no longer eligible for direct vendor support.

Customers usually find that hardware maintenance from

Total is both more cost effective than vendor support and more convenient: with a single consolidated contract, single point of contact and UK call centre.

With Total's Break-Fix Hardware Maintenance you benefit from:

- a single number to call for any hardware failure
- a service tailored to your needs
- mix and match choice of response/fix times
- cover available up to 24 hours a day, every day
- nationwide (+international) coverage
- certified, multi-skilled engineers supported by senior technical consultants.

## At a glance

### Service type

1/3/5 year(s) fixed term

### Prerequisites

Appropriate site access

### Key benefits

- One number to call
- Service tailored to your needs
- Choice of response/fix times
- 24 x 365 cover
- National & international coverage
- Certified, multi-skilled engineer

## What Total do

Total provides a break-fix maintenance service for server, storage, networking, printer and POS hardware, as well as Apple Mac and iPad devices.

## We cover hardware from:

|                     |                                |                |                |
|---------------------|--------------------------------|----------------|----------------|
| 3Com                | Cisco (see separate Factsheet) | IBM            | Nortel         |
| Acer                | Dell                           | Juniper        | OKI            |
| Allied Telesyn      | Draytek                        | Konica Minolta | Oracle         |
| Apple               | EMC                            | Kyocera        | Overland       |
| Aruba               | Extreme                        | Lenovo         | QuantumToshiba |
| Baystack            | Fujitsu                        | Lexmark        | Sun            |
| Brocade             | Gateway                        | Meraki         | Watchguard     |
| Brother             | HDS                            | NetApp         | Xerox          |
| Cabletron/Enterasys | Hewlett Packard Enterprise     | Netgear        | Zyxel          |
| Check Point         | HP Inc                         | Nokia          |                |

The service is delivered to an agreed Service Level Agreement (SLA) that is tailored to reflect your requirements and/or budget:

- operating during normal business hours (09:00-17:30, Monday-Friday excluding public holidays) up to 24 hours a day, 365 days a year
- with guaranteed response or fix times of 4 hours, 8 hours or next business day
- throughout the UK (with cover also available for European and international satellite locations).

#### Prerequisites

Successful service delivery requires access to site and equipment consistent with the contracted hours of service.

#### Why Total?

Total's service is built on the three essential requirements for an effective hardware maintenance service:

- a large, national network of engineers, so there's always one available near to your site
- ongoing investment in their skills and certifications to ensure that they have the right know-how plus
- easy access to local spares so that they can provide a timely fix.

Total's Break-Fix Hardware Maintenance service consistently exceeds SLA, even on a 4 hours fix, with a service rated very good or excellent.

Total delivers services ranging from a single server up to thousands of devices, to single and multi-site organisations in both the public and private sectors.

#### What next?

To obtain a quotation please email your account manager or, [breakfix@totalcomputers.co.uk](mailto:breakfix@totalcomputers.co.uk) with details of:

**Your equipment –** specification (or manufacturer's part number plus any upgrades), serial number and location

**Service requirements –** hours of cover and response level.

Alternatively, if you'd like to know more about our service first, contact your account manager or nearest Total office to arrange a conference call or meeting with a break-fix maintenance specialist.