

Product supply

Take the pain out of product supply with Total's friendly and efficient service

Total provides you with the ability to easily and efficiently source all your IT product needs from one supplier. You benefit from friendly service, access to an unsurpassed network of stock, rapid dispatch, competitive pricing and highly responsive problem resolution.

Why would you want it?

Total can source and supply pretty much any IT hardware and software you care to think of. Total has the capability to provide you with a friendly and efficient single source of supply.

Most IT suppliers get it right most of the time, but when they encounter problems they end up causing you an excessive amount of trouble. At Total we appreciate that you don't just want your supplier to take care of the easy stuff. What really counts is having someone that takes the pain for you when a dispatcher, courier or even you make a mistake. And when you find yourself with a crisis the team at Total will bend over backwards to find a resolution and fast.

Working with Total you benefit from:

- a friendly, efficient and responsive approach
- experienced account management
- access to an unsurpassed network of stock
- an accredited supplier with direct access to vendor's promotions and special pricing

- competitive and transparent pricing
- ordering for same day dispatch
- the responsiveness to arrange same day delivery in crisis situations
- the flexibility to source hard to find and end of life products
- access to current and historic account management information either via your account manager or Total's self-service Customer Centre
- the ability to handle all your supply needs with bonding, configuration, rollout and international dispatch services
- advanced notification (typically three months) when frequently purchased hardware reaches end of life (EOL).

What Total do

Total will make becoming a customer as easy as possible (even filling the account application out for you) and credit scoring and account set-up are usually completed within a matter of hours.

Total's product supply service includes:

- obtaining any current hardware and software

At a glance

Service type

Transactional or contracted

Prerequisites

A customer account

Key benefits

- Single source of supply
- Friendly and efficient service
- Experienced account managers
- Unsurpassed network of stock
- Accredited supplier
- Competitive, transparent pricing
- Ordering for same day dispatch
- Responsive in a crisis
- Able to source hard to find products
- Management information
- Breadth of supply services
- Warning of product EOL

- sourcing hard to find, end of life, products
- identifying best price, fastest availability suppliers
- providing competitive quotations and pricing
- same or next working day dispatch
- exceptional, crisis response, same day deliveries
- logistics management for timed deliveries

- managing customs paperwork for overseas shipments
- holding bonded stock
- configuration (see separate Factsheet) and rollout services
- provision of management information such as back order reports, projected delivery dates and spend reports
- optional, self-service access to management information via Total's Customer Centre – see separate Factsheet
- optional use of a powerful, tailorable, online procurement tool – see Juice Factsheet
- product road map sessions (on request).

Prerequisites

A Total Computers customer account.

Why Total?

Total has been successfully meeting the procurement needs of public, private and third sector organisations for a dozen years.

Total currently has over two thousand regular customers ranging in size from ten's to tens' of thousands of users. It has the vendor relationships and the logistical capabilities, configuration, deployment and disposal services you'd expect from a major IT provider.

Just as importantly, Total's experienced account managers know the industry and are supported by knowledgeable subject matter experts.

What next?

If you're already a Total customer please contact your account manager to discuss your requirements, and if not please email sam@totalcomputers.co.uk and an account manager will make contact with you.