

8el Hardware Maintenance

Features

- ▶ 24x7 support and maintenance
- ▶ Nationwide coverage – 2 hour spares delivery guarantee
- ▶ 4 hour fix guarantee
- ▶ Multi vendor support
- ▶ All networking components covered
- ▶ Software updates

As IT networks become ever more business critical, minimising network downtime becomes increasingly vital. 8el offer a complete range of maintenance support agreements to protect and cover your network in the event of breakdown.

Why do I need Hardware Maintenance?

Does your organisation have the resource to ensure that your users benefit from a reliable, maintained network infrastructure?

As businesses depend more and more on their network for the provision of communication services – data, voice, video – the need for guaranteed network uptime grows, with any downtime costing money and wasting employee resources.

As part of our fully managed network solution, 8el offers a reactive support service providing a guaranteed fix to incidents of network hardware failure.

The 8el Hardware Maintenance service will give access to specialist engineers, providing expert knowledge as and when you need it.

Why should I outsource my Hardware Maintenance?

8el can provide guaranteed fix hardware maintenance, with nationwide coverage and multi-vendor capabilities, reducing downtime to a minimum.

This superior level of support is backed up by spares inventory in excess of £4.5m and a two-hour spares delivery guarantee – giving you the confidence that the network will be back up and running in no time.

Our Hardware Maintenance service is designed to allow businesses – who would typically have their own IT department - to concentrate on their core activity rather than acquiring staff with the relevant maintenance support skills and specialist training requirements to run IT networks.

