CISCO SUPPORT DELIVERED BY AGILITAS

• Cisco services

Leading IT channel services specialist Agilitas delivers European white label maintenance and professional services' solutions to channel partners. Agilitas' Inventory Assure service allows Resellers and Managed Service Providers to take an extremely cost effective IT parts & logistics service, blend it with their own value added services such as remote diagnostics and onsite engineering to deliver an all-encompassing maintenance solution to their end user customers.

Where partners do not possess the people or capacity to provide their own onsite engineering capability, then the service can be upgraded to Inventory Assure+ which will provide that element too. With a range of SLAs available, Agilitas can provide an ideal solution to all service providers struggling to balance the ever changing needs of their customers with the CapEx investment required to deliver the necessary IT spares for effective maintenance and support.

Channel partners see Agilitas' solution as both complimentary and transformative to their business, either through the removal of capital expenditure, the increase of service performance or the expansion of solution offerings. In many cases it is a combination of all of these that drive value back into Agilitas' channel partners. In terms of Cisco partners, their benefits are delivered through improved service metrics driving up rebates, whilst all partners see increases in contract renewal rates due to service performance and commercial competitiveness. Irrespective of the challenge facing channel partners, Agilitas, are confident that they have a solution to complement most service scenarios.

Collaborative partnership

Agilitas' collaborative approach to delivering service enables channel partners to self-maintain their customers' networks. It reduces the need to rely on outsourcing partners and expensive OEM support solutions, therefore enabling the partner to focus on their key relationships with their customers and key vendors such as Cisco. As a result the customer experience is dramatically improved through enhanced service performance and cost savings across their IT support contracts.

Benefits of choosing Agilitas as your Cisco inventory service partner

- Eliminate capital expenditure and asset depreciation costs from maintaining IT spares inventory

- Reduce expenditure on OEM support solutions

- Enhance service offerings to your customers

- Improve service delivery capability

- Improve Cisco support metrics to enhance vendor rebates

- Broaden support portfolio by reach and capability

For further information on how we can help your business, get in touch

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Channel support model

The Agilitas channel support model is designed to allow channel partners to pick and choose which services best complement their own in-house capability. Whether the decision is based on capability, geography or even partner status, the Agilitas solution is flexible enough to allow options to be selected only when required, for example, the need for an onsite engineer at one location but not necessary at another due to existing capacity or capability.

InventoryAssure forms the foundation of the service and provides contract based IT parts to site based on agreed SLAs. Ranging from a Next Business Day (NBD) service to 24x7x2hr if required, Inventory Assure takes the headache away from ensuring IT spares are available where and when they are needed.

InventoryAssure+ adds onsite engineering capability to replace faulty components and ensure the infrastructure is returned to an available state. With onsite local resources available across the UK and Europe, this addition to the base service can be a significant differentiator when you are competing for geographically dispersed business or have no desire to maintain your own field engineering teams.

Technical support is normally the domain of the channel partner and we recognise that. However, where circumstances require additional capability or you do not want to operate a 24x7 Service Desk, Agilitas can help fill the gap to provide the remote diagnostic L1, L2 & L3 support you need.

Vendor support is the last piece of the puzzle to deliver an end-to-end maintenance solution and we can help there too. Most Cisco end user customers insist on a support solution that provides access to Cisco TAC and IOS software support. For partners not able to provide this themselves through their Cisco partner status, Agilitas has the solution.

INVENTORY**ASSURE**

Technical services

With access to significant skilled resources both in the UK and around the world, Agilitas can also supplement your Professional Services capability by providing project resources for small installations and IMACs, through to global rollouts. By blending Agilitas' Warehouse & Distribution capability to the Professional Services, Agilitas has unique capabilities when it comes to rolling out technology to many locations both in the UK and across the world.

Building on this approach and the ability to upskill customers' engineering teams is another differentiator why IT firms choose to partner with Agilitas. Delivered at their HQ in Nottingham UK, Agilitas training courses are designed to provide engineers with the knowledge and skills necessary to support a wide array of IT Infrastructure solutions.

Service levels

Inventory Assure Service Packs	Centralised UK support desk	Remote diagnostic support	Next business day part replacement	4 hour part replacement 24x7	2 hour part replacement 24x7	Onsite engineer to replace faulty part
Inventory Assure Bronze	✓	✓	✓			
Inventory Assure Bronze +	✓	✓	✓			✓
Inventory Assure Silver	✓	✓		✓		
Inventory Assure Silver +	✓	✓		✓		✓
Inventory Assure Gold	✓	✓			✓	
Inventory Assure Gold +	✓	✓			✓	✓

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