



## EUROPEAN MULTI-VENDOR HARDWARE SALES

- Hardware sales



Through dedicated hardware sales specialists Agilitas can provide customers' access to a multi-vendor desktop, server, storage and networking product portfolio, including service parts and full system sales.

### Challenges

Due to our many years' experience in successfully delivering high quality hardware sales to our loyal customer base we have built up strong relationships that help us understand the main challenges they face. These challenges often include...

- Service part availability in the appropriate geographic location
- Identifying the correct service parts required to close the call
- Fluctuating pricing
- Service parts quality
- Unscrupulous grey market traders
- Pass through broking increasing pricing and reducing tracking of supply origin
- Out of region service parts, affecting compliance to OEM accreditations

Agilitas places the customer at the forefront of all business activities, with Technical Services; we ensure that we work with you to not only solve your problems but to learn from them and subsequently improve systems and prevent reoccurring issues.

### Solution - the Agilitas difference

Agilitas' on-going commitment to the customer ensures that they can find resolutions to all these challenges and deliver those solutions through a single point of contact; one of our hardware sales specialists.

- Access to over 70,000 fully tested service parts
- 85 forward stocking locations located throughout Europe
- High quality fully tested service parts with dead on arrival (DOA) rates of < 0.5%
- 24/7/365 operations supporting 2hr & 4hr parts to site SLA's
- Service parts passport including host, purchase history & test breakdown
- System driven service parts alternatives and successor capability
- Experienced specialist product sales team
- Access to 3<sup>rd</sup> line technical support team
- Unrivalled breadth of multi-vendor product knowledge
- High availability due to large stock holding
- All service parts are fully tested using OEM diagnostics in our own test lab
- Stock is distributed across the forward stocking network to facilitate expedited service parts requests



Stock is distributed across 85 European forward stocking locations to facilitate expedited hardware demand

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

T +44 (0)115 919 6000 : E [info@agilitas.co.uk](mailto:info@agilitas.co.uk)  
F +44 (0)115 919 3900 : W [agilitas.co.uk](http://agilitas.co.uk)