AGILITAS®
PASSION TO INNOVATE

IT MAINTENANCE
DELIVERED BY AGILITAS

• InventoryAssure Service Overview

Leading 'Inventory-as-a-Service' specialist Agilitas provides customers with first class maintenance support across a vast array of IT Infrastructure and Data Centre equipment through their Inventory Assure service. This suite of flexible support options provides comprehensive service levels that ensure maximum "uptime" regardless of product or geographic location.

Service overview

The Agilitas Inventory Assure service aims to increase the availability of your IT infrastructure. Agilitas' technical experts work with your IT team to help resolve hardware problems accross a wide range of server, storage and networking products.

All hardware products supported by Inventory Assure receive access to remote diagnosis and technical support, hardware replacement/repair and onsite engineer (for + Packs) if required to resolve an issue. Customers can choose from a set of comprehensive support levels to meet both business and operational needs.

Service levels

The Agilitas Inventory Assure maintenance service offers a variety of response times to meet your specific service requirements. Our most popular SLAs for channel partners are the 4hr and Next Business Day service.

Our comprehensive service provides a hardware spare replacement service with the additional option of an onsite technical engineer where required to replace the faulty component or device. This enhanced service is known as Inventory Assure+.

Where we can assist

- When technology firms need a strategic service partner to manage all their server, storage and networking inventory and engineering needs

- Provide a trusted, service-centric, vendor agnostic outsource partner

- Looking to increase service performance and enhance your value proposition to your customer

- Expand your geographic reach and technical skills

- Access flexible multi-vendor support contracts

Supported vendors

One of Agilitas' main differentiators, and reason for their unrivalled service excellence, is their vendor agnostic approach to service delivery. Agilitas' one-stop-shop provides customers with a single point of contact regardless the technology or product. As a result, support contracts can be tailored across multiple SLA's to facilitate the end users' specific requirements.

Agilitas provide a comprehensive portfolio of supported vendors with a selection highlighted below...

Server

HP, Dell, IBM, Lenovo, Fujitsu, Cisco, SUN

Storage

HP, Sun, Hitachi, Dell, IBM, Lenovo, EMC, NetApp, Quantum

Networking

Cisco, HP, Juniper, Extreme, Brocade

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

T +44 (0)115 919 6000
F +44 (0)115 919 3900

E info@agilitas.co.uk
W agilitas.co.uk

Why partner with Agilitas

- Channel-only, non-competitive, white label business model
- Multi-vendor expertise providing a one-stop-shop solution
- 24x7x365 Agilitas service desk providing full in hours and out-of-hours support
- Up to 2hr tailored SLAs to align with market demands
- European coverage with access to global support network
- Proactive service management reporting to drive continual improvement
- Single-point-of-contact through a dedicated Account Manager

Agilitas value

Agilitas' channel model delivers four key value propositions to our channel partners. Service, Commercial, Operational and Portfolio all combine as part of the 'Agilitas Value Pyramid' to provide partners with a unique differentiator to enhance their own service proposition. Those values include the following...

Service

- Flexible alternative to OEM support
- Right part, right place, right time
- Increase SLA performance
- Improve renewal rates

Commercial

- Reduce CAPEX investment
- Minimum 30% cheaper than OEM equivalent
- Improve competitiveness / margins
- Increase service attach rates

Operational

- Remove inventory management overhead
- Sophisticated FSL infrastructure to meet SLAs
- Complements partners engineering capabilities
- Reduces administration

Portfolio

- Multi-vendor / Multi-technology
- Support for 'in life' and 'legacy' products
- Leading technical training programme
- 24x7x365 technical support

Service

Commercial

Operational   **Portfolio**

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