



WORKPLACE SERVICES

- Desktop & Laptop support



Agilitas' Desktop & Laptop service provides our channel partners with an up to 4hr SLA parts swap out service across the whole of the UK. Supporting many of the leading manufacturers of both desktop and laptop products, this multi-vendor service provides businesses with a more flexible and cost-effective option to existing OEM support packages. With the ability to quote this service via our AssureMeNow pricing tool means channel partners are equipped with the necessary tools to add this robust and simple solution to their services portfolio.

Features

- 24/7 service desk for around the clock support.
- Helpdesk support (Level 1) on behalf of channel partners.
- Provision and delivery of OEM or "like-for-like" alternate parts to customer site for desktops, and laptops.
- SLA - either NBD or 4 hour response.
- One price per SLA model (caveats may apply).
- A swap-it service option (InventoryAssure+) - (stock is bonded, build added and sent to customer, faulty kit is collected, repaired, then returned to bonded stock).
- Two pricing options based on buffer stock provision.

Vendors

We support an extensive list of vendors including:



SONY

Lenovo



acer

TOSHIBA

ASUS

FUJITSU

Benefits

- Provision & delivery replacement parts for IT assets aged from 1 year to 6+ years.
- Extend the life of IT assets and extend the OPEX model, delaying the CAPEX model by several years.
- Refurbishments and upgrades available upon request - further extending the life of IT assets.
- A known, capped pricing structure.
- Ability to mix and match support options, based on set customer criteria (e.g. VIP's).
- Delivery anywhere in the UK (SLA's may vary for Highlands and Islands).

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

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Desktop support

InventoryAssure (parts only)	
NBD	4 hour
£12	£16

InventoryAssure+ (parts and engineer)	
NBD	4 hour
£18	£24

Laptop support

InventoryAssure (parts only)	
NBD	4 hour
£22	£28

InventoryAssure+ (parts and engineer)	
NBD	4 hour
£30	£38

Terms & Conditions:

- This is per annum pricing per assett
- United Kingdom only
- Microsoft products are excluded POA
- Apple products are excluded POA
- Consumable items are not covered – laptop battery for example
- User damage items are not covered – dropped laptop or spilt drink (obvious on repair)
- Minimum contract length 1 year

