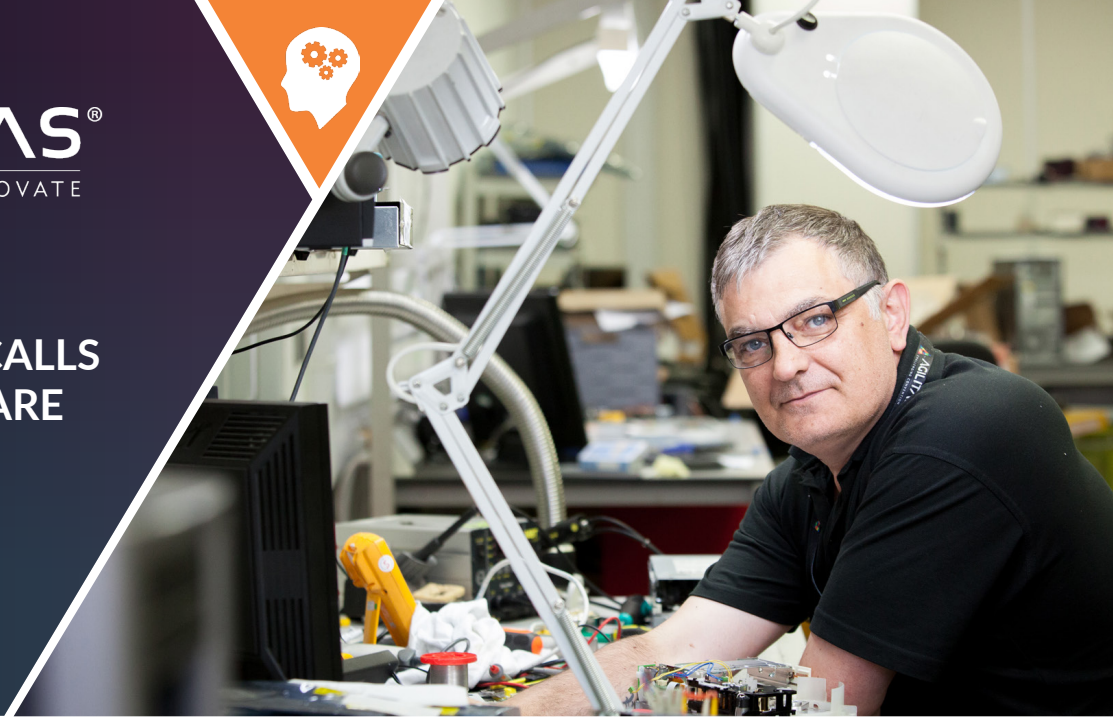




WHEN CRITICAL CALLS NEED CRITICAL CARE

• Fly & Fix Engineering



We can help customer's minimise the impact of escalated service events by deploying our skills and expertise to site as quickly as possible.

When internal resources are constrained or exhausted, Agilitas is on hand to provide that additional reassurance.

Agilitas Fly & Fix engineers are available for escalated or planned response deployments. With significant experience in MV server, storage and networking environments and with access to an extensive inventory of spare parts including datacentre 'hot-spares', we aim to resolve escalated incidents quickly and professionally. Minimising downtime and disruption to the end user is our priority.

You need a fly and fix service when...

- There is a lack of product knowledge and technical expertise in-house to resolve an incident
- After multiple end-user site visits the IT hardware remains defective
- The end users IT infrastructure is critical and the incident has been escalated

In hours

Monday to Friday 09:00 to 17:30

(excluding public holidays)

Daily rate: £750.00

Out of hours

24/7/365

Daily rate: £950.00

Response time

To be confirmed at time of request

▶ Pricing excludes expenses, which will be advised separately

▶ Rate is calculated on a standard 7½ hour working day

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

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