

We do™ Solutions, Support, Training and more.....



Hardware Maintenance Services



Networking Infrastructure Solutions
Advanced Infrastructure Solutions
Information Worker Solutions
Mobility Solutions



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Introduction

In today's IT-powered business environment, system availability is vital. Hardware breakdowns, which once would have been merely inconvenient, can bring your business and your income to a standstill.

To protect your business you need a fast and reliable service that will restore your systems in the shortest time possible.

The Deverill Maintenance Service is just such a service. In conjunction with our service partners we offer nationwide cover backed up by a spares stock, valued at more than £5.8 Million.

Our flexible maintenance plans mean that we can design a maintenance service package that will meet all your requirements to ensure the minimum of disruption and give you peace of mind.



The Helpdesk

As a maintenance service customer of Deverill, your first point of contact will be the Deverill Helpdesk. Our extensive investment in call logging and control systems ensures rapid and efficient response to all customer calls.

This is supplemented by a team of highly trained and experienced helpdesk professionals who give telephone support to diagnose and resolve problems rapidly and efficiently. This same team also provides second and third line technical support to our mobile and on-site teams.

The Deverill commitment to training means that our engineers are fully skilled in the maintenance of a broad range of desktop, server, networking and peripheral products.

Highly Skilled Personnel

Deverill is an accredited service partner of all the most prestigious IT manufacturers and as a result has built up unrivalled knowledge and experience in maintaining their products. Whether through our own highly skilled team or through strategic alliances with our partner companies, our services are designed to meet all of your maintenance needs.

These accreditations also provide Deverill exclusive direct access to partner technical resources to ensure we are able to resolve the most complex technical issues.

Deverill's hardware maintenance support can be further extended with an optional software support contract to provide a true restoration of service support contract.



A Flexible Service to Meet Your Needs

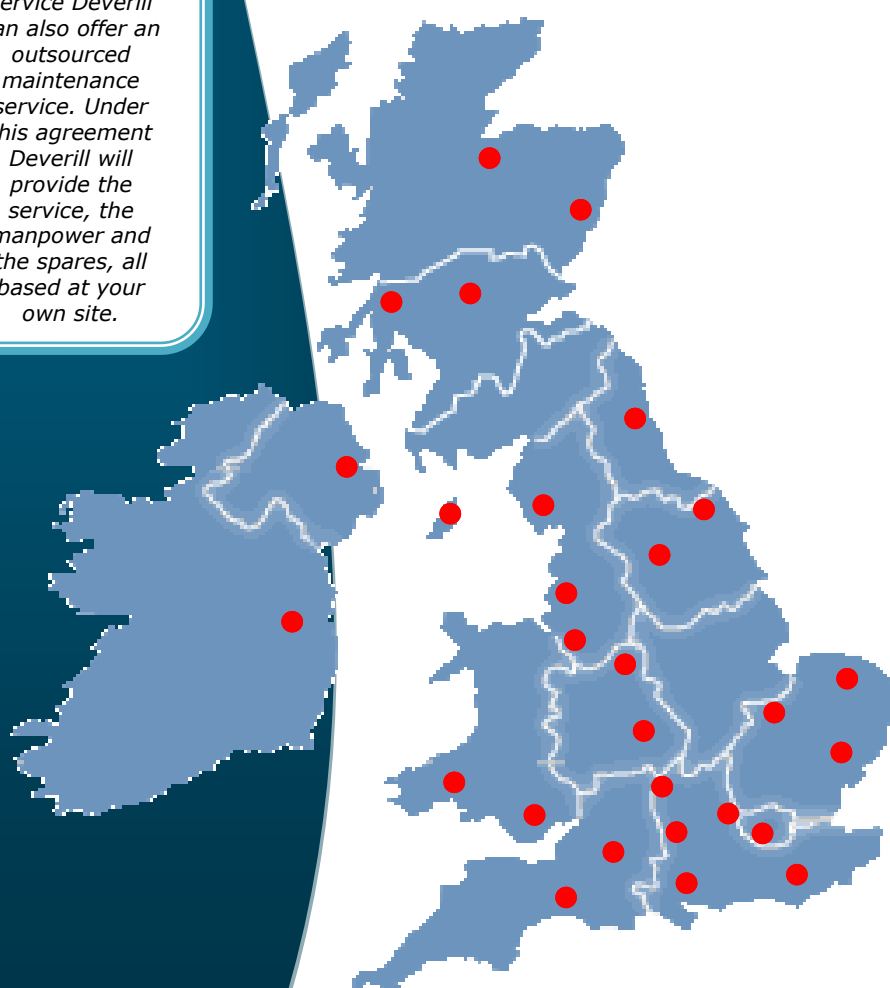
Deverill provides the most comprehensive support packages available. Whether you are looking for maintenance services for desktop, server, networking or peripheral products, we can build a package tailored to suit your needs.

For customers requiring enhanced support capabilities for critical IT systems, individual service plans can be developed. Service options include:

- 4 hour fix
- 8 hour fix
- Helpdesk call logging and management
- Engineering time bank
- Unlimited hotline telephone support
- Labour only or parts and labour only options
- Loan of critical equipment during protracted downtime
- Option of extended hours including 24 x 7 cover available

Stock Locations and Service

For customers requiring the highest levels of service Deverill can also offer an outsourced maintenance service. Under this agreement Deverill will provide the service, the manpower and the spares, all based at your own site.



Aberdeen	Liverpool
Basildon	London
Belfast	Londonderry
Birmingham	Maidstone
Bristol	Manchester
Cambridge	Newcastle
Croydon	Newport
Edinburgh	Northampton
Exeter	Oxford
Flint	Reading
Glasgow	Sheffield
Harlow	Southampton
Heathrow	Stoke on Trent
Inverness	Swindon
Ipswich	Teeside
Isle of Man	Telford
Leeds	Tewkesbury
Hemel Hempstead	

The map shows the extent of stock locations and coverage, which allows for effective and rapid response to ensure we meet differing service level needs.

The engineering team is either based from home, key locations or customer sites. All engineers are strategically located, with high usage spares such as hard disks and PSU's being held by the engineers.

Further support is provided by a sophisticated logistics operation. Staffing levels and stock locations are continually reviewed as the requirements of the customer base evolve.

Unlike many other organisations, we are also able to provide resident onsite spares for frequent failing items and critical elements to ensure that SLA's are met to a far higher level.

Deverill

Deverill is a leading provider of integrated IT Solutions and Services to public and private enterprises throughout the UK.

Established in 1979 with a prestigious client base, Deverill has acquired a vast experience of IT product, service and training delivery. It prides itself on its ability to understand the needs of its clients and to provide solutions that meet those requirements in full. To ensure that it meets its own very high quality standards Deverill is an ISO9001:2000 Approved Company with the business procedures and processes in place to ensure we meet our quality of service goals.

"Deverill provide us with fast and effective support for all our hardware requirements dealing with the services they provide us proactively and with a well managed approach."

Scott McAvoy

IT Support Manager HTK Ltd

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