

LAPTOP SUPPORT SERVICE

With an ever increasing reliance on IT, many organisations are now finding that the use of laptop computers is rapidly growing within their IT hardware inventory.

Many laptop users are home or field based, using laptop technology as the main resource for conducting business transactions or making contact with their office, colleagues and customers.

We have identified that support provision for office and remote laptop users has for many organisations become critical and have, over a number of years, developed a comprehensive support package to meet these requirements.

We have gained extensive experience in supporting the field based user, working on the premise that in most cases a field based 'fix' is better than a swap.

Using a system of pre-defined appointments, repairs can be made at a location to suit the end user. When a fault occurs the end user co-ordinates an appointment directly with the regional support team through a one number central helpdesk.

On being awarded a contract to include the support of remote mobile users, Kalamazoo - Reynolds' Technical Support Team will set up a meeting with the appropriate individuals to discuss the maintenance requirements. Our technical specialists then work to tailor a solution that best suits individual company and customer needs.

You can select from several levels of service provision, detailed below:

Service Level 1

Hardware fix only i.e. the software will not be re-loaded as part of the repair

Service Level 2

This service is designed for users where their laptop carries a specific image. In advance the customer provides a copy of the required images on CD-Rom.

These images are then held by the regional field engineering teams who, once called to a fault, are able to repair the hardware and reload the image. We are able to hold multiple images for each make and model of laptop and software build used.

Service Level 3

Service Level 3 takes things a step further.

When a hard drive fault occurs on a laptop, the engineer prepares a disk drive before going out to the user. A number of spare machines and hard disks are held in stock. Once a fault call has been placed with the support team, the specific requirements of the user are clarified and the appropriate images and standard packages used by the individual are then downloaded directly from the customers server, which we access via a wide area network. All of this work is carried out in the repair centre enabling a complete machine to be taken out to the user providing them with an equivalent laptop.

Throughout an eleven-year relationship with Deloitte, we have adapted to many changes within their organization, especially with regard to the critical service provided to their mobile users. In excess of 10,000 mobile users are distributed across the UK with some located in Guernsey, Jersey and the Isle of Man. Minimum downtime is critical with some calls being activated at their clients' locations. Laptops collected from one location, if required, can be repaired and delivered to an alternative location.

We have a flexible approach to support provision and would be pleased to further develop these options in line with your individual requirements. In each case a 'kerbside, in-field fix' will always be the aim.

Customer satisfaction is key to everything we do

For more information on Kalamazoo - Reynolds' Laptop support services contact your Account Manager, call 0800 169 7055 or email: itsalesenquiries@kalamazoo.co.uk
www.kalamazoo.co.uk