

# DESKTOP AND PRINTER SUPPORT

## Helping you achieve IT Service Excellence

At Kalamazoo - Reynolds we have developed a range of complementary services designed to ensure that your computer systems deliver true service excellence. One of our most popular offerings is Desktop and Printer Support. Over the years this service has won many accolades for its high quality and its commitment to a first time fix whenever possible.

You will have access to a nationwide network of engineers, strategically placed throughout the UK, that can respond instantly to your calls for IT assistance. On call 24 hours a day, 365 days a year, our engineers have gained full accreditation from the industry's leading names. We can provide the cover you need, ranging from mission critical one-hour response to cost effective next day cover.

All Kalamazoo - Reynolds' engineers are highly qualified and experienced in performing IT Support. They possess a high level of engineering ability and the skill sets required to be able to repair on site at the first visit, whenever possible. All engineers are equipped with a vehicle and carry stocks of commonly used spares. This reduces the time taken to respond to calls and increases Kalamazoo - Reynolds' ability to make the 'first visit fix' you require. We manage our resources through Regional Controllers, who combine the calls and spares requirements with local knowledge, leading to a more efficient and effective support operation for you.

We are also able to assist you with roll-outs, upgrades, location moves and 'end of life' strategies, as well as hardware inventory audits and software administration processes such as backups, software deployment and patch management. We are 'manufacturer neutral', and will support your infrastructure in its entirety, without bias and with total professionalism.

You will also benefit from your dedicated account manager's experience of fine tuning our support levels to dovetail seamlessly into your operation. Your account manager is targetted on retention rather than sales, and is therefore fully focussed on making our support the perfect fit for your business. While you focus on your business, we will focus on your ICT infrastructure and deliver the reliability you need and expect from your systems and technology.

Customer satisfaction is key to everything we do

**For more information on Kalamazoo - Reynolds' Desktop & Printer support contact your Account Manager, call 0800 169 7055 or email: [itsalesenquiries@kalamazoo.co.uk](mailto:itsalesenquiries@kalamazoo.co.uk) [www.kalamazoo.co.uk](http://www.kalamazoo.co.uk)**