IT Maintenance Services
Managing IT, Enabling Business

The Esteem Group includes a dedicated Maintenance Division which specialises in maintaining IT infrastructures on behalf of organisations that rely on IT to grow and flourish. We are committed to reducing annual maintenance costs and maximising the return on IT investments.

Managing technology, enabling business

▶ Key Benefits of Esteem's Maintenance Services :

- Reduce the cost of IT maintenance
- Reduce business risk by improving availability of business critical systems
- Increase the return on your IT investment by extending the life of existing equipment
- Focus your in-house IT resources on driving your business forward, rather than keeping existing technology up and running

When IT hardware fails, the priority is to get critical systems and users, operational again as quickly as possible. Achieving this means having the right skills, in the right place at the right time, this can be a real challenge, particularly if you have a distributed IT estate or limited in-house resources. That's where Esteem's IT Maintenance Services can help.

We have an army of engineers based across the UK, enabling us to offer 24x7x365 support with guaranteed fix times from as little as 4 hours. We support the entire IT estate from servers, storage and desktop devices to specialist EPOS equipment, interactive kiosks and printers.

Why Customers Choose Esteem

Guaranteed Service Levels
We base our maintenance services on getting your systems back up and running. That means we'll provide replacement loan equipment, re-image machines and re-store software where appropriate. This approach means that unlike most manufacturers' warranties, our services include both guaranteed response and fix times - and we won't walk away until your systems or your users are operational again.

Tailored Approach
We understand that each organisation has different priorities and that within each IT estate, some systems will be more critical and require higher service levels than others. That's why we tailor our maintenance services to meet your own specific business needs – you can choose SLAs (from 4 hours fix time) and coverage hours (up to 24x7x365), that are right for your business and your IT estate, and if your needs change, even temporarily, then you can simply change the service.

Experienced Service Engineers
We've been maintaining and supporting IT systems for almost 30 years. We've got a large team of qualified engineers who are based across the UK and are accredited to the highest levels with the world's leading hardware and software vendors.

Dedicated IT Maintenance helpdesk
In addition to our team of talented engineers, we also have a large dedicated Service Helpdesk team who manage calls and provide customers with remote telephone support. They are reliable people that our customers enjoy working with – people you can trust.

Quality Assurance
All of our IT maintenance services are performed in-line with ITIL best practices and we're ISO27001 and ISO9001 accredited, so our customers know that their equipment and data is in safe hands.

## Benefits of our IT Maintenance Services

Reduce IT Costs
When we maintain your IT we'll aim to reduce your annual IT maintenance costs by at least 20% as well as extending the life of your existing IT investment beyond normal manufacturers' warranties. We'll also help to refurbish or re-engineer your equipment where possible.

Reduce Business Risk
IT hardware failures present a real risk to organisations – loss of reputation, loss of customers and loss of business. We'll help to reduce these risks by getting to your site quickly and getting your IT systems and users working again.
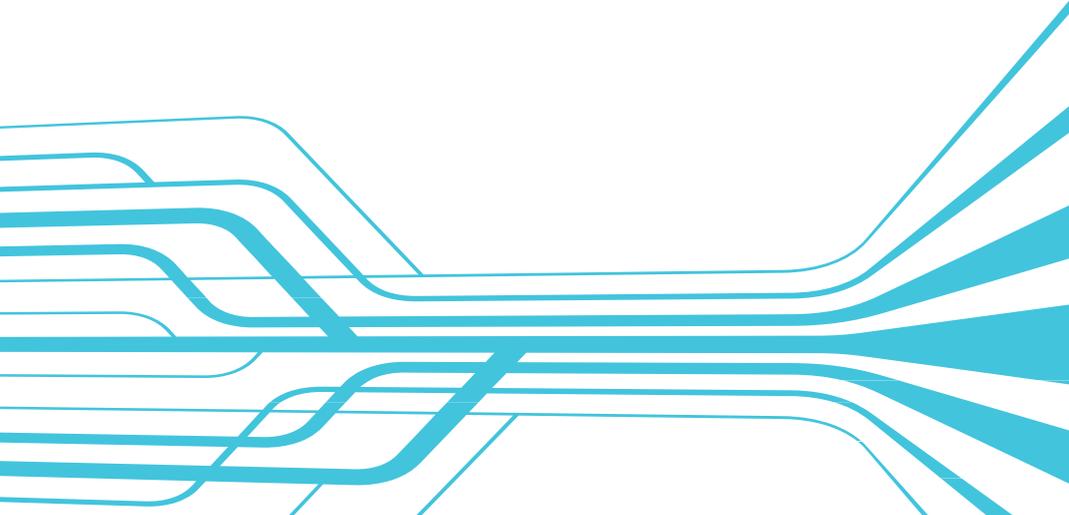
esteem

"The maintenance services Esteem provides to BAM Nuttall, save us time and money and enable us to provide a reliable and consistent service to our customers."

Steve Shepherd, Head of IT Services for BAM Nuttall.

Focus on Your Core Skills

With access to our accredited engineers based at over 100 locations across the UK, you can focus your in-house IT team on strategic projects that will drive your business forward.

What We Support

We support the entire IT estate from servers, storage, networking devices and printers, through PCs, laptops and tablets, to specialist Epos equipment and interactive kiosks.

Here's a few more details about some of the items we support:

Server & Storage Support – Restoring Business Critical Systems

When servers or storage devices fail the impact can be widespread across large numbers of users, employees and customers.

We understand the impact of server and storage failure on an organisation's operations, that's why we have specific escalation procedures in place for server and storage maintenance. We cover all major manufactures, including Dell, HP, IBM and Oracle and you can choose Fix Times from as little as 4 hours. Here's a few features of our server and storage support services :

▶ **Guaranteed Fix or Replace Service** – our priority is to get our customers operational as fast as possible, often this means installing a replacement server as a temporary solution, and so we arrive on-site equipped to do this.

▶ **Data Restoration Service** – replacing or fixing the server or storage device is often not enough to get you operational again, so we'll re-install software, restore data and other components to ensure that you're fully up and running before we leave.

▶ **3rd Party Component Cover** – because we're independent we don't limit the support we provide to the manufacturers' own hardware options. We'll also support 3rd party components such as memory and hard disk drives.

Desktop Devices Support – Increasing Employee Productivity

Employee productivity today relies heavily on access to the right applications and the right data. When PCs, laptops and tablets fail, employee productivity plummets. Maintaining and supporting desktop devices however can be a time consuming and costly process, particularly if you have a large number of users, or distributed locations. That's why many of our customers rely on our Desktop Support Service to maintain their PC and laptop estates.

▶ **Guaranteed fix or replace** – if we can't fix a PC on-site we'll simply replace it with a loan PC.

▶ **PC restore** – simply fixing or replacing a PC isn't enough to get users operational, so we'll restore it to full operation as well before we leave site.

▶ **Data restoration** – for maximum employee productivity we can also provide a data restoration service for your desktop device estate.

Our Customers

We provide Maintenance Services to organisations across a wide range of industry sectors including Retail, Hospitality, Legal Services, Financial Services, Government, Health and Education. Organisations of all sizes benefit from our tailored Maintenance Services.