

Reduce multi-vendor complexity and optimise your asset investment

SUMMARY

- Delivers 24x7x365 global coverage from UK, Europe and South Africa, supporting your international operations
- Multi-disciplined engineers across Tier 1 vendor stack including Server, Storage and Networking technologies
- ITIL-aligned Hardware Maintenance Processes and Service Delivery

FEATURES

- Extends the useful life of your assets beyond OEM announcements of End of Service Life
- Global Infrastructure support covering 150+ countries
- ITIL Aligned Hardware Maintenance Processes and Service Delivery

THE VIADEX HARDWARE MAINTENANCE GLOBAL SUPPORT AGREEMENT IS IDEAL FOR:

- Any organisation looking to reduce annual support and maintenance spend
- Rationalising multiple hardware support contracts with multiple vendors, and reducing the overheads of handling diverse supplier arrangements
- Organisations with highly changeable infrastructure environments, where flexibility in removals/additions is needed and changes in SLAs occur often

Viadex give you more control in managing your IT assets and services contracts. We consolidate your service vendors, and bring globally dispersed IT assets onto one flexible global support agreement, reducing your hardware maintenance, repair, and support costs.

THE SOLUTION

EXTEND THE USEFUL LIFE OF YOUR IT ASSETS

The Viadex Hardware Maintenance Global Support Agreement offers the flexibility to respond to any complexity across any diverse IT estate.

You'll gain greater performance, more value and longer life from your hardware; reducing your operational costs and removing the complications of managing a multi-vendor environment.

THREE STEPS TO STREAMLINING INFRASTRUCTURE MANAGEMENT WITH VIADEX:

1. Discovery and Audit

To give the business a clear understanding of the assets currently being utilised, we'll compile a definitive asset list of all your devices, ensuring that all data and specifications are captured.

2. Asset Analysis and Pricing

We'll analyse the suitability of moving the discovered assets to independent hardware maintenance. This step provides an objective risk analysis of your asset list. Based on this analysis Viadex will recommend which devices should stay on direct vendor support. The confirmed asset list will then be priced in accordance with required co-term dates and SLA needs.

3. Transition

Before the contract goes live, we'll assess specific site needs and document the procedures for fault incidents; from how to raise a ticket, and escalation procedures, through to administering contract changes.

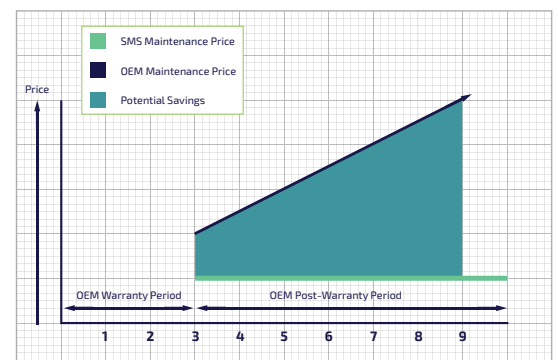
LONGER LIFE, LOWER COSTS, WITH VIADEX

The graph below illustrates that after your vendor warranty period runs out you can choose how to put a more cost-effective maintenance plan in place.

If you stay with the OEM and purchase their maintenance, the price increases as the hardware gets older; when you choose the Viadex Hardware Maintenance Global Support Agreement we keep your maintenance price low, maintaining your savings, not just your IT kit.

A PARTNER ECOSYSTEM YOU CAN RELY ON

Viadex and our global partners offer more than just a simple break/fix service. We provide expert guidance over the course of an IT asset's lifecycle, creating new efficiencies in IT operations and simplifying the responsibilities of IT managers. All our Hardware Maintenance partners are regarded by Gartner as 'Top Performers' when it comes to datacentre support services.



Hardware Maintenance

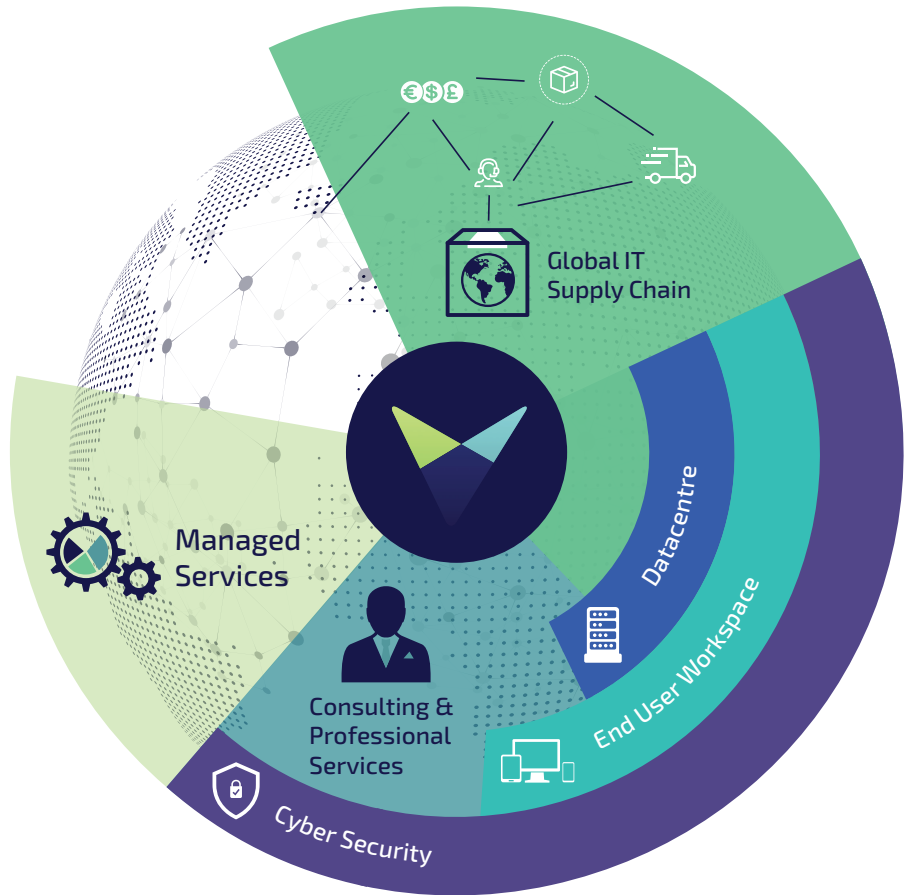
About Viadex

Tailored: We tailor our Managed Services to meet your needs and business demands. Services range from monitoring events in your datacentre to managing your hybrid environment, out to your end users' desktops and applications.

Protection: Viadex Managed Services provide continuous vigilance over what happens in your datacentre, your systems, your cloud environment, network, applications and endpoints.

Support: Viadex provides 24x7x365 technical expertise, service consistency and flexibility across multiple vendors, technologies and geographies.

Focus: Viadex help you to reduce overheads and improve efficiency by leveraging our scale, methodologies and high levels of standardisation to deliver world-class solutions enabling your business to concentrate on what



Global Logistics

By partnering with our customers, we handle the process of manufacturer evaluation and selection, commercial negotiations and global support to make sure the technology solutions meet the necessary business requirements.

The Viadex Global Logistics Service helps you create an infrastructure that is agile enough to adapt and grow with you across the globe. The entire team work across all International time zones, no matter where you are based, offering a 24/7 emergency worldwide response.



Consulting and Professional Services

An agile infrastructure designed to service end-user experience is both critical and indispensable in today's world.

Viadex Consulting and Professional Services follow our core methodology of Audit, Design, Deploy and Optimise, to help transform your infrastructure to directly support your business productivity goals and enhance end-user experience.



Managed Services

Viadex has the global capability to provide a wide range of Managed Service solutions to help organisations with the operation of their technology environments.

Viadex provide 24x7x365 technical expertise, service consistency and flexibility across multiple vendors, technologies and geographies.

Every service is wrapped into our Global IT Service Desk, using IT Service Management and ITIL aligned frameworks, detailing set processes supported by highly skilled and trained people.



Cyber Security



Datacentre



End User Workspace