

## Hardware Break/Fix

Preventing and fixing hardware problems.



How often does your hardware fail you, and what do you do when major or minor breakdowns occur? Without prompt, professional resolution the result can be, at the very minimum, expensive downtime, and worst case - lost business. Yet many businesses are unprepared and unprotected should problems happen, largely due to the costs, expertise and resources involved in maintaining the specialist staff and spares required, particularly in businesses which are spread over a wide area or have specialist hardware.

Businesses are taking their chances without systems or support due to:

- Insufficient staff and expertise to provide cost-effective ongoing in-house support to a growing user base, inadequate capabilities to handle major failures, no reliable out of hours cover.
- No spares base stock being maintained, largely due to an inability, for cost, storage or management reasons, to obtain enough parts to support in-house hardware.
- Lack of established procedures to prevent problems and deal with them when they happen; companies cannot maintain a problem/call tracking system.
- Irregular or emergency repairs and parts supply which can hamper a company's ability to develop good relationships with key vendors. What's more, your relationship with customers and suppliers suffers also.

- It takes expert, reliable and cost-effective support to help companies tackle these hardware issues.

### Impact of failure to Act

- IT Operations that fail to introduce a service/support programme for hardware can experience:
  - Reduced systems availability, inefficient use of resources, poor productivity - all affecting revenue. The costs of maintaining the IT infrastructure will not only be disproportionate but will quickly mushroom.
  - Dissatisfied users, especially if you are unable to fix problems because the correct spares are not in stock.
  - Unhappy customers. Poor service, lack of communication and the inability to track the progress of any faults logged all adds up to an inefficient operation with inadequate service standards.
  - Delays in getting the right parts and spares prices often at a premium – because you don't have relationships with key vendors.

## Business Requirements

A hardware maintenance and repair solution that works effectively should:

- Cut the time your team spends in-house maintaining/ supporting the IT infrastructure (Server, network, desktop or peripheral availability).
- Maximise spare parts availability while minimising your investment.
- Incorporate a system for logging faults and tracking their progress (either internally or through an expert, external partner).
- Develop relationships with key vendors either through your own team, or an external partner with the expertise and buying power to get the best for your business.
- A specialist, skilled IT support provider who will work in partnership with the business, can provide all of the above, in addition to sound advice and recommendations.

"In the health service we can not have downtime, and with increasing pressure on budgets and resources we are happy to entrust our hardware support and repair issues into the capable hands of Capita".

Jim Kelly, IM&T Services Manager,  
South Eastern H&SC Trust.

## The Capita Hardware Break/ Fix Solution

- Capita Managed IT Solutions has a team of over 640 specialist hardware engineers throughout the UK, to guarantee prompt response and fix times. Because all our engineers are accredited and experienced, you can rely on a consistently professional service.
- Through Capita, you always have the parts you need. We have an extensive spares holding facility, and can even offer a sparing option specifically dedicated to your business to ensure high availability.
- Our Helpdesk provides an asset list and call management service. For non-stop support, opt for our extended 24/7 365 service.
- We already have strategic partnerships with key suppliers in place.

## Benefits of the Capita Hardware Break/Fix Solution

Capita gives you a simple, prompt, one-stop maintenance solution for all ICT equipment. Our service ensures predictable, controllable costs, less negative impact to your business and increased end-user satisfaction now that major problems are a thing of the past. And there's more:

- No worries about spares! We provide all the parts you need for a fixed cost and ensured uptime of systems in line with Service Level Agreements.
- A single point of contact for all your issues.
- Reduced downtime due to: accelerated problem resolution for business critical systems and predictable, scheduled maintenance outages giving greater systems availability.
- No need to set up vendor relationships, as you achieve cost efficiencies through our partnership.

