

Hardware Maintenance

'Maintaining your hardware and fixing issues within an agreed timeframe'

Professional support for your end users with their workspace devices and functionality is essential for optimal productivity. In addition to remote services is support on location for different user work styles in almost any organization a must when remote resolution is not possible. With Hardware Maintenance the global Getronics Workspace Alliance (GWA) guarantees you an optimal hardware support to keep your employees productive with fast, reliable and cost-effective resolutions with minimized loss of productivity.

Effective resolutions on location

How to optimize on-site hardware break-fix services in line with the business and cost-effectively?

This question is solved by the GWA and enables an optimized productivity for your workforce, balancing flexibility, cost, performance and security. The service process of our workspace services has been carefully designed to ensure that problems are solved fast, efficiently and cost-effectively. Remote service intervention is increasingly the approach our clients prefer, and we are fully equipped with the latest in remote service management tools. But there are situations in which a remote fix is not possible and a direct physical presence on the client site or a local service point is needed. Whether we are providing remote or on-site service, each activity is meticulously logged and co-ordinated through our professional service desk. GWA is equipped to support you. You can trust us.

Hardware Maintenance (break-fix service) on location provided by the GWA

The GWA has a highly skilled and dynamic field service resource, capable of delivering timely and effective on-site support worldwide. Our virtual global team is derived from an expert network of carefully selected international service partners as part of the GWA. All on-site services are delivered through two specific services: the *deskside support* service and the *hardware maintenance* (break-fix) service.

Effective resolving of hardware problems

Our hardware maintenance service provides a fast and effective means of resolving hardware problems in desktop or laptop PCs, peripherals, servers, storage and networking equipment. When hardware faults which cannot be resolved remotely are logged with the service desk, the service desk staff efficiently co-ordinate on-site resolution. The service is designed to minimise business disruption caused by hardware faults, and service levels are set according to an agreed 'time-to-fix'.

Our hardware maintenance services are fully integrated with the extended service model. Fully linked with our configuration management and logistics systems, we are equipped to minimise downtime and disruption.

A co-ordinated response

Effective on-site intervention by our expert field service technicians is efficiently co-ordinated through the managed service desk, whose preliminary analysis will ensure that the engineer arrives with the skills, the information and the equipment needed. Wherever possible, the technician will seek to resolve the hardware problem on-site, hot-swapping components if necessary. Typically, we achieve 90% first time resolution. If resolution on-site is not feasible, GWA will arrange replacement.

With its hardware maintenance service, GWA delivers services directly to customers and as 'hidden' subcontractor to Original Equipment Manufacturers (OEM) and other service providers. We can manage all aspects of warranty support (OEM who subcontracts to GWA), extended warranty support (with customer specific and/or more requirements) and stock- and parts management. We can also provide full software back-up, restore options, preventive maintenance and resident onsite staff if desired.

We provide hardware maintenance to a number of global IT service companies and equipment manufacturers. In fact we take different roles as service provider or as subcontractor of leading hardware vendors. Customers trust these vendors to deliver technology solutions that help them do and achieve more, anywhere. GWA acts as Global Service provider and Preferred Partner for leading vendors; for example for Dell.

Our clients can track the status of any service intervention using our sophisticated service portals and we provide comprehensive and regular reporting to ensure that our clients have the full service picture.

As well as fixing hardware problems, our on-site technical specialists can also respond to individual requests for pre-defined and standardised installations, moves, adds and changes (IMACs). Combining maintenance and on-site IMAC services can be highly effective.

'Customer first' is always the priority, and our field staff will always help the client understand the reasons for a problem - and how best to avoid it in the future.

Hardware maintenance is typically combined with other core workspace services like deskside support, service desk, desktop management, asset management, server- and network management and global program management.

The Benefits

End-users benefit from consistent integrated desktop services with high SLA performances. Effective on-site service remains a vital part of the service equation and as a vendor-independent organization, the GWA is entrusted with hardware maintenance for several millions of workspace assets worldwide. With our scale, process knowledge and best practice, we offer a highly cost-effective service. Our certified engineers are highly-skilled and customer-focused, a fact appreciated by our clients. Most importantly, their activities are expertly integrated in a complete and fully co-ordinated service process. This gives you the benefit of a single point of service contact. It also means that in the increasingly unlikely event of hardware failure, we are able to minimise business disruption in your workspace environment.

Why GWA?

As ITIL implementer of the first hour and a challenging global player in integrated workspace management, our service has for decades proven in hundreds of companies. Based on a set of common ITIL v.3-based processes, the alliance's workspace outsourcing offerings offer a role-based approach and use highly standardized offerings. Worldwide GWA is a top 3 player in the market for workspace management with strong presence in all regions. You can rely on a consistent and flexible service.

Because IT services for the workspace is our core business, you benefit from economies of a flexible scale - lower operational costs and improved total cost of ownership. Our offer consists of a mix of self-adaptive, remote and on-site services that are tailored to your current organizational and user needs, locally and globally, with strong local business knowledge. GWA works according to tested, certified methods and provides very effective global and local billing including VAT management we fully take care of. You are assured of optimal results.

GWA offers 24x7 standardized services across different time zones from various global and local service centers. Our Global Service Delivery Model (GSDM) provides a proven, flexible and cost-effective assurance of consistent services worldwide, integrated onsite services and program management tuned to your local and global needs. GWA enables more than 11.5 million service desk supported end-users, services more than 6 million workspace related assets across the globe. GWA has more than 3,800 ITIL certifications and counts up to more than 32,000 headcount.

In addition, GWA is a leading service provider in the field of IT management with an excellent reputation in supporting remote mobile team(net)working and new rich unified communications in the workspace. We offer a one stop shop for a new effective and flexible way of outsourcing of IT infrastructure and support that goes with it because no single provider can effectively meet or deliver the needs of a global client. Tier 1 providers lack the flexibility and agility to respond to client needs in multiple geographies. As a result the GWA is recognized by leading analysts as having a clear vision of the market's direction and focused on providing services to meet future market needs.