

Hardware Maintenance

Extend the lifespan and support your legacy IT assets

Despite much of IT moving into the cloud, businesses need an effective strategy in place for maintaining, replacing and repairing hardware components.

The Challenge

Providing “Break Fix” support for IT infrastructures particularly when multiple locations and geographies are involved can be a significant challenge.

Many hardware vendors also have support processes that pivot around a warranty process. During the life of the warranty, a range of “uplifts” can be applied such as location and hours of support. Once the warranty period is exceeded, in most cases, they will continue to support the devices but often apply punitive charges principally to encourage upgrades and replacements.

In many situations this can be problematic for clients. It will at the very least be relatively expensive but when devices are coupled to solutions that have been engineered and designed to specifically use a device of a particular type, the change can be both costly and problematic.

The Solution

We have several features within our service, that can offer flexibility in a number of situations. Firstly, we can extend the life of an asset by a considerable amount of time, doing this on a cost-effective basis.

Being able to “sweat” assets for longer periods without incurring excessive maintenance charges can be attractive in many scenarios. This can sometimes also be used to maintain support as services are transitioned onto new platforms and devices.

Secondly when devices cannot be changed as they have been “designed in” or simply are needed for extend operational lives we have solutions to provide support on older models and can often provide spares for significant periods after the device is no longer in production.

This is a field-based service that can be used to solve the problems of having to operate older devices, or through choice wishing to extend the asset life of products, that is delivered with significantly lower costs than many options available otherwise.

Bell's IT Hardware Maintenance Service takes over the management of multiple vendors, providing a single point of contact and delivering a Hardware support service which is both cost-efficient and compliant.



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