



Support and Maintenance

Complete reassurance

IT equipment and systems are extremely important to your business, consequently it is vital to have a Support and Maintenance agreement to give you assurance that if something does go wrong, there is always help and support available from a trusted IT partner.

Why is a Support and Maintenance Agreement with ADP so vital?

Central servers and network infrastructures have become more complex as their scope has developed with technological advancement. This equipment has become 'mission critical' and plays an integral part in any business.

Our aim at ADP, is to minimise customer downtime. Our model of service delivery is based on helpdesk support that aims to provide a fix by remote access and diagnosis. The helpdesk is fully supported by over 50 Field Engineers and a further 25 field and product specialists located throughout the UK.

In order to minimise customers downtime, ADP stock is stored in a state-of-the-art Logistics Centre and 13 remote depots strategically located throughout the UK. The parts we stock are continuously analysed to ensure we have an adequate supply in the right place at the right time. Therefore, parts can be allocated to the call and shipped to site or collected by local engineers. Our objective is to achieve a first time fix, thereby avoiding an engineering revisit that can be both uneconomical and cause excess downtime for end users.

ADP recognise that our customers' requirements change as their business evolves, therefore flexible support agreements are offered to meet business needs. ADP also recognises that many of our customers benefit from a 'one-stop shop' in terms of support and maintenance. Consequently, ADP offer support and maintenance not only on their own products but also on non-ADP equipment purchased elsewhere.

“Our customers are supported by a company that prides itself on operating a nationwide team of highly skilled engineers.”



System Support (SS1) 4 working hour response to site.*

A fully comprehensive support offering, designed for core and critical equipment such as DMS servers, DFS servers, communications equipment, client PCs, gateway PCs, KPrint servers and system printers.

This cover includes labour, travel and parts.

Peripheral Support (PS1) 8 working hour response to site.*

A fully comprehensive support offering similar to SS1, but aimed at peripheral equipment such as screens, monitors, basic PCs, printers and non-business critical items.

This cover includes labour, travel and parts.

Non-ADP Support (NK1)

This level of cover is for non-ADP supplied items. This is not necessarily a like-for-like service but reasonable endeavours will be made to maintain equivalent specification of replacement components.

This cover includes labour, travel and parts.

Support and Maintenance on a Time and Materials basis

ADP offer non-contracted support on a 'Time and Materials' basis, should you require this level of support. Please note that Time and Materials is not subject to response times and parts are not automatically held in stock.

ADP are happy to discuss any bespoke requirements you may have regarding the support of your equipment.

* Reasonably endeavoured basis

Benefits of being supported by ADP

Helpdesk

- Providing experience and stability to our customers
- Peace of mind, help is there if equipment fails
- Flexible tailored Service Level Agreements
- Dedicated team of highly skilled helpdesk analysts using remote diagnostic tools supported by a proactive CMS

Engineers

- Over 50 Field Operation Engineers strategically located throughout the UK
- All engineers are equipped with the latest communication equipment including laptops, PDAs and mobile phones
- Field based Technical Support Engineers strategically located throughout the UK
- Specialist Product Support Engineers based in-house

Escalation

- A fully automated escalation process to deliver a speedy resolution