



## **Service Catalogue**

Your secure data centric guardians

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## Hardware / Break-Fix Service

### 1 Introduction

Amicus ITS are secure data centric guardians. We follow the tough regulatory procedures of ISO 20000, ISO27001 and ISO 9001, along with the process frameworks of PRINCE2 and ITIL\_v3 methodologies. As a leading provider of managed IT and cloud services, we specialise in delivering holistic solutions tailored for our customers in healthcare, public sectors, regulated markets and to blue chip corporates. Amongst our capabilities, we are specialists in design and build and maintaining services to align with boardroom strategies.

### 2 Objectives and Benefits

We help our customers move from a CAPEX to OPEX IT hardware provisioning model to lower their overheads. Our customers no longer need to maintain a huge inventory of IT spares, thus reducing their need for storage, logistics costs and hardware depreciation. Adopting this approach enables our customers to reduce their costs and make hardware management simpler, whilst enabling the customer to sweat their IT assets further.

Customers usually find our Hardware / Break-Fix (HW/BF) service to be more cost effective than vendor support - and more convenient. We offer a consolidated contract, single point of contact and a 24x365 UK Service Desk. This additionally helps overcome the common challenges with service parts and "Out of Manufacturer's Warranty" products.

### 3 Service

Our HW/BF services takes care of hardware problems that affect business continuity and productivity. The services and support are offered mostly on a reactive basis but can also be coupled with a proactive approach (on subscription to our Network Operations Centre (NOC) 24x365 Remote Monitoring Service).

We provide ready access to a nationwide team of skilled Technical Support Engineers (TSEs) with local stocking locations for replacement parts, enabling hardware failures to be resolved in a timely fashion.

We provide support 24x365.

### 4 Service Scope

HARDWARE – BREAK / FIX	Basic	Enhanced	Advanced
Strategic service partner to manage all server, storage and networking inventory and engineering needs.	✓	✓	✓
Multi-vendor support contracts and expertise, providing a one-stop-shop solution.	✓	✓	✓
24x365 UK service desk providing full in hours and out-of-hours support.	✓	✓	✓
Nationwide stocking locations for part replacement.	✓	✓	✓

## Hardware / Break-Fix Service / Contd....

Supply of onsite Technical Support Engineer to conduct the repair	✓	✓	✓
Up to 4 hr tailored SLAs.	✓	✓	✓
Dedicated Account Manager.	✓	✓	✓
Proactive NOC 24x7.	Optional	Optional	Optional
Service Delivery Manager (SDM)	Optional	Optional	Optional
Defective media retention	Optional	Optional	Optional
Secure disk wiping and disposal	Optional	Optional	Optional
Hot Swap service	Optional	Optional	Optional

## 5 Disposal / Recycling of Assets

We also have an established process for managing the disposal or recycling of redundant hardware which meets Government green ICT and 'WEEE' standards.

## 6 How We Provide This Service

- This service is built up from the Service Desk, Change and Configuration Management team, Technical Support Engineer (TSEs) and supply chain partners.
- The Service Desk maintains the interaction with the customer throughout the incident lifecycle.
- An Account Manager is assigned to a customer contract (and possibly a Service Delivery Manager - subject to size of the break/fix contract, or as part of a greater managed service).
- Our Change and Configuration Management Team would maintain an inventory of assets including part numbers and serial numbers and manage additions and removals.
- The replacement part(s) would be shipped to the customer's location and Amicus ITS will deploy a TSE if required to replace the part and confirm resolution. Amicus ITS manages the return of the part to the vendor as part of the process.
- The supply chain partner is one that is pre-approved by the company for any specific customer and their details are maintained in the ME Knowledge Base for that specific customer.

## 7 Service Reporting

The standard monthly reports provided by account manager or SDM with responsibilities identified:

- Hardware incidents affecting service – monitored by tickets and SLA metrics / achievement as part of standard report- SDM
- Inventory of devices from start of service will be maintained in the CMDB and monitored through Change should assets be added or removed – Change Management.

## Hardware / Break-Fix Service / Contd....

### 8 Service Pricing

This service will reflect costs for the Service Desk, Change Team and Technical onsite support Teams, priced per asset.

*Supply chain costs to include:*

Ongoing Costs:

- Monthly fee per asset.

Logistic Costs:

- Return of unused contracted and/or billable spares.
- Return of defective items (DOA items to be returned).
- Same day delivery – NB contracted pricing only includes next day delivery.

Risked Costs

- Amicus ITS manage the return of parts to the supplier.
- Unused contracted and/or billable spares if not returned in 28 days would equal the cost of the spare at sale price.
- DOA spare if not returned within 5 days.
- Defective part within 7 days.

[NOTE: Does not also include any cost for Optional Services in Service Scope above]