Let us look after your core IT, freeing you to focus on strategic issues that add real value to your organisation

Our Onsite Maintenance service provides fast recovery from device failure, ensuring prompt replacement of any failed device and rapid service restoration.

Support Hours

You choose the support hours which best match your requirements from the following:

Support Hours	
Support Option	**Support Times**
Extended Business Hours	08:00 – 19:00 - Business Days
Out of Hours	19:00 – 08:00 - Business Days; 24h/day at week-ends and on public holidays
24 x 7 x 365	Available at all times

Service Level Agreement (SLA)

The SLA for resolving an incident depends upon the type of maintenance cover applied to the affected device as set out below.

Support Hours	Type of Maintenance Cover		
	4 Hours	**6 Hours**	**Next Business Day**
Business Hours	✓	✓	✓
Out of Hours	✓	✓	✓
24 x 7 x 365	✓	✓	✓

Service Highlights

Provision of an engineer attending the site where the faulty device is located

Replacement spares (or an equivalent service) with spares held at locations as required to meet the chosen Service Level Agreement (SLA).

Installation of relevant software.

Restoration of the device configuration.

Restoration of the device to normal operation.

Removal of the faulty device.

Updating our asset register for your estate to reflect any changes made.

The Value We Offer You

- Peace of mind – Continuity of service.
- Increase service availability and minimise downtime.
- Maximum value, minimum total cost of ownership.
- We invest in our people with ongoing staff training to offer better adoption of new or existing technology.
- Predictable monthly IT costs.
- Ability to free up resources and focus on your core business.
- Quick return on investment.

About Intercity Technology

Intercity Technology is a leading IT Service Provider specialising in Managed Services, Security, Cloud Services, Enterprise Mobility and Collaboration. With over 20 years' experience of managing IT Estates globally, our UK-based 24x7 monitoring and management capability enables us to deliver world-class service and unrivalled technology expertise, keeping businesses secure, driving productivity and enhancing performance.

Our services are certified to ISO27001, ISO9001, ISO14001 and ISO20000. We are approved as a Commercial NHS N3 Supplier and our ISO27001 and Cyber Essentials certification gives you the confidence that your organisation's infrastructure will be in safe hands.

Want to change the way you work?

✉ enquiries@intercity.technology ☎ 0330 332 7933

Head Office
101 -114 Holloway Head, Birmingham B1 1QP

London
20 Primrose Street (Level 12), London EC2A 2EW

Oakham
1 Saddlers Court, Oakham, Rutland LE15 7GH

Bolton
Hallmark House, Chorley New Road, Horwich BL6 6HG

Elstree
Allum Gate, Theobald St, Elstree, Herts WD6 4RS

Amsterdam
Herikerbergweg 3 1101 CN Amsterdam-Zuidoost Holland

www.intercity.technology