

Logistical Benefits

Our main business is field service, this is our passion. We do however recognise the importance of complimenting services and the benefits this brings to our clients from purchasing on your behalf to arranging the import and export of out of country goods.

STRATEGICAL ALLIANCES

We can't provide these additional services ourselves, we're too busy concentrating on your field service! We have aligned ourselves with one of the biggest repair agents in the UK to enable us to cater for these additional requirements, if needed. Rest assured though, we don't just pass you onto them, we are actively involved in the management of your account and if there are any problems, you come to us, not them.



All in one!

- Full logistical service
- Base unit imaging
- Project preparation
- BAU service support
- Full repair centre capabilities

We specialise in field service, we also do this.

STOCK MANAGEMENT

We manage a total of 4,500 pallet spaces across 4 sites in the UK, we provide this service in conjunction with a service partner.

CUSTOMISED TO ORDER (CTO)

We can tailor multiple packages, suitable for our clients requirements, for example: We can deliver a same day turnaround from receiving a consumers order details by 12noon to mailing out to the consumers home. Preparing the device in advance, tailored to the consumers order allows a bespoke plug and play unit to be mailed to the consumer.

LOGISTICS

We can provide a full logistics suite, we have access to 29 facilities throughout Europe. We can also handle continental shipping requirements to the USA, South America and even the far east!

CALL HANDLING

Technical customer service, both handling RMA processes and booking / managing field services, within our RMA processes we incorporate return avoidance.

PRE DEPLOYMENT SERVICES

Especially for data centre & testing environments, we can assemble and test a variety of IT setups in our facilities, pack up and deploy to any location.

BAU SUPPORT (BUSINESS AS USUAL)

It's important to keep your business running as usual, if you are a multi site company that struggle to have your IT problems sorted within 48 hours MAX. then you should be talking to us.

FULL REPAIR CENTRE

We work closely with one of the biggest repair agents in the UK, this gives us unique access to warranty grade repair facilities.

IT ASSET CLAWBACK

Common projects we get involved with entail hardware refreshes, we are in a unique position to be able to offer a reconditioning and recuperation brokerage service. Along with being beneficial to your purchase order, its excellent green credentials!

PROCUREMENT

We can hunt down the best deals for your requirements so you don't have to!