

BREAK-FIX MAINTENANCE

CALL 0330 6600464
Mail enquiries@cloudsolutions4biz.com



What is Break-fix Maintenance?

Our supplier Break-fix Maintenance offering has been specifically designed to simplify a set of capabilities which are currently being sold within the various types of businesses. The aim has been to standardise this capability into a pre-packaged product with the ultimate goal of making it easy to buy and fast to quote, using the capabilities of the team to provide Break-fix Maintenance services on a range of telephone systems. It is a reactionary business model that relies on the repair of systems and/or equipment when they fail.

Why is it part of our portfolio?

Using our supplier partner to provide day-to-day Break-fix Maintenance services gives you access to a comprehensive team of communications professionals. This can provide businesses with professional support 24/7, 365 days of the year. This represents a large shift for many small businesses that often rely on individuals in their company, or acquaintances, finding time from their day jobs to help them out. As a consequence of these casual support relationships, businesses aren't covered with the optimal level of support which could cost you money, in areas such as compliance or loss of customer communications.



BREAK-FIX MAINTENANCE



Break-fix Maintenance offers:

- Unlimited 24/7/365 access to our UK-based customer support teams
- Unlimited expert support from our UK team of technical specialists
- Experienced and security-cleared field engineering teams
- UK-wide geographical coverage
- Unlimited on-site engineering
- Fast and efficient fault resolution
- Contracted service levels
- Service excellence
- Unlimited vendor-approved parts and labour
- Used/faulty parts recovery from site



BREAK-FIX MAINTENANCE



Who has a requirement?

Every business in the UK with communications equipment benefits from having a robust and cost-effective Break-fix Maintenance contract.

Typical customers who have need for this support are:

- Customers who currently have maintenance on their phone systems (PBX) but want a better service
- Companies who are looking to reduce maintenance costs on their phone systems (PBX)
- Companies who currently don't have their phone systems maintained & want to reduce risk

OUR TRUSTED PROVIDERS
CURRENTLY PROVIDE BREAK-
FIX MAINTENANCE
SERVICE FOR THE
FOLLOWING PARTNERS





Why choose our supplier partner?

- Largest provider of multi-vendor maintenance in the UK
- Mitel's largest UK partner with Platinum partner status
- More than 300 voice and data field maintenance engineers
- Capable of reaching 97.5% of the UK's business community within the hour
- National 'forward spares' locations
- Four service levels to suit all customer requirements
- Provides customers with peace of mind that any problems will be dealt with quickly and in a professional manner
- No hidden charges

Questions to ask yourself

1. What is your current plan if you develop a fault on telephony equipment?
2. Who currently maintains your telephone system? Are you paying too much annually?
3. What is the length of your current maintenance contract? & Are you happy with the service?
4. What are the challenges you face day-to-day with your telephony equipment?
5. Might you want to pursue a VoIP telephony strategy at your own pace but need a partner to help and guide you?

OUR TRUSTED PROVIDERS
ALSO CURRENTLY PROVIDE
BREAK-FIX MAINTENANCE
SERVICE FOR THE
FOLLOWING PARTNERS



PRODUCTS COVERED



Break-fix Maintenance

Maintenance on a range of voice and hardware. Break-fix Maintenance is a reactionary business model that relies on the repair of systems and/or equipment when they fail.



VOICE SYSTEMS DAISY CAN FIX AND MAINTAIN:				
Avaya Index	BT Inspiration	LG GDK 100	Norstar Compact	Siemens Hi-Path 3700
Avaya IP Office 401	BT Pathway	LG IPECS	Panasonic KXTDA	Siemens Hi-Path 3750
Avaya IP Office 403	BT Renown	LG LDK 20	Panasonic KXTDE	Siemens Hi-Path 3800
Avaya IP Office 406	BT Revelation	LG LDK 50	Panasonic KX-NCP 500/1000	Samsung OfficeServ 7030
Avaya IP Office 412	BT Versatility	LG LDK 100	Panasonic NS700/1000	Samsung OfficeServ 7100
Avaya IP Office 500	Ericsson BP50	LG UCP	Panasonic KX-TEA	Samsung OfficeServ 7200
Avaya IP Office Server Edition	Ericsson BP250	LG Emg80	Siemens Hi-Path 540	Samsung OfficeServ 7400
BCM 50	LG GDK 16	Mitel MIVO250 5000	Siemens Hi-Path 3300	Samsung DCS816
BCM 200	LG GDK 34i	NEC XN120	Siemens Hi-Path 3350	Toshiba Strata CTX
BCM 400	LG GDK 20w	NEC SL1100	Siemens Hi-Path 3500	Toshiba Strata CIX
BCM 450	LG GDK 186	Norstar Modular	Siemens Hi-Path 3550	Toshiba DK280



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