

Platinum offer a range of flexible and cost effective maintenance and support solutions to businesses across the UK. We pride ourselves on offering a highly professional and personal service to our customers.

We cover a wide range of equipment from desktop PC's to servers, personal printers to large network printers, networking and communications equipment and much more. Our services can be as basic as telephone support through to full on-site maintenance services and complete support of desktop and server operating systems.

Services can be obtained in a variety of ways including equipment specific maintenance contracts, non-equipment specific voucher contracts and pay-as-you go adhoc callouts.

Maintenance Contracts Key Features

- Cover based on schedule of equipment
- Response times ranging from 4Hr upwards
- Full parts and labour, labour only or return to base cover
- Loan equipment if required
- Contract term from 1yr to 5yrs
- Fixed pricing for duration of contract
- Discounts for longer term contracts
- Desktop and Server Operating System support available
- UK wide coverage with locally based engineers



Voucher Contracts Key Features

- Cover based on per-purchased vouchers
- Vouchers used to purchase labour and spare parts
- Labour vouchers fixed per call
- Use more vouchers to receive faster response times
- Loan equipment if required
- Contract term from 1yr to 5yrs
- Customer nominates a voucher administrator
- UK wide coverage with locally based engineers

All calls are managed by our Customer Service team and a dedicated account manager is on hand to offer assistance and guidance on any aspect of the service you receive and also to keep you up to date with all the products and services that Platinum offer to its customers.

Efficient logistics and workshop operations integrate closely with the service operation to ensure our services are delivered in a cost effective manner that enables us to offer you, the customer, our most competitive prices.

www.platinumcomputers.co.uk



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