

# OFF-THE-SHELF SERVICES

## EXTENDED WARRANTY SERVICES

### MINIMISE DOWNTIME AND ENJOY COST SAVINGS THROUGH EXTENDED WARRANTIES

The IT equipment within your working environment is critical to the growth and success of any business. Downtime due to equipment failure can be costly at best, and at worst seriously jeopardise the survival of your business.

To enable our clients to have total peace-of-mind, and to budget for the total cost of ownership of their IT infrastructure upfront, Insight offers the widest range of manufacturer warranties in the channel.

#### ▼ The Issue

Your standard manufacturer warranty protects against product defects for only a limited period, usually one year. In addition, this level of service is not usually onsite, meaning equipment will have to be returned to the manufacturer for repair, possibly at your own expense.

#### Extended Warranty

Extending your warranty cover allows for better planning of your IT budget, ensuring no hidden costs, and full use of your equipment for its lifetime. This minimises downtime, whilst maximising profitability. These convenient service packages will:

- Protect your IT investment
- Provide consistent, predictable levels of support across your entire department or business
- Ease budget planning with fixed-cost support that includes parts and labour
- Give you direct access to proven technical and problem-solving expertise
- Offer a choice of response-time and repair-time commitments
- Deliver prompt, measurable results
- Be available whenever and wherever you do business

#### ▼ Support Options

Manufacturer warranties allow you to tailor the support levels offered to your own individual needs, be it high-end same day fix support for your critical servers, or advanced replacement of non-critical hardware.

Overviews of the more common enhanced service options are detailed below. These vary depending on the manufacturer.

- Return To Base (RTB) – Equipment is sent back to the manufacturer for repair at the expense of the client.
- Pick Up And Return – Similar to RTB cover, but the cost of shipping your faulty unit is met by the manufacturer who will send out a courier.
- Engineer Onsite – An engineer will be sent to your premises to perform the repair onsite. The most popular form of service level is Next Business Day response (Mon-Fri standard business hours), but for business critical kit this can be extended up to 24 x 7 cover.
- Call To Fix – This service provides an SLA in which time your equipment must be repaired. If the manufacturer cannot repair your equipment within this timescale, they will provide you with either a new or refurbished unit until your original equipment is fixed

#### ▼ Insight Benefits

- Best pricing in the market for extended warranty options
- Widest range of warranty service levels and options, to ensure you receive the right solution
- Full range of warranty services for older equipment as well as new hardware
- Dedicated staff to help with your queries and solution requests

For more information on Insight's Extended Warranty services, please contact us on 0800 333 333 or e-mail on [solutions@uk.insight.com](mailto:solutions@uk.insight.com)

**INSIGHT.COM/UK ▼ 0800 333 333**

**Insight**