

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 Option	Support Times
Extended Business Hours	08:00 – 18:00 - Business Days
Out of Hours	19:00 – 08:00 - Business Days; 24h/day at week-ends and on public holidays
24 x 7x 365	Available 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	4 Hours	6 Hours	Next Business Day
Extended Business Hours	✓	✓	✓
Out of Hours	✓	✓	✓
24 x 7x 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.





About Intercity Technology

At Intercity Technology we believe in a people first approach to define and launch technology solutions.

We have over 30 years' experience in delivering services that allow you to work together, work securely and work from anywhere on a global basis.

Want to free your IT people to focus on more strategic projects?

Enquire today on 0330 332 7933

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With a genuine passion for technology and the businesses we work with, we offer innovative technologies in cloud, enterprise mobility, collaboration, security and managed services.

Intercity is accredited by a number of professional organisations with a suite of accreditations which confirms and evidences our commitment to security, quality, service management and environmental management. For a full list of our accreditations and frameworks please visit: [intercity.technology/accreditations](https://www.intercitytechnology.com/accreditations)



Work together



Work anywhere



Work securely

intercity
TECHNOLOGY

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