

SHARP

Optimised Hardware Maintenance



Optimised
Hardware
Maintenance

FAULT FIXING,
HARDWARE REPAIR
& WARRANTY SUPPORT

Tomorrow, you could have a catastrophic hard disk failure
/This is Why today is the time to team up with Sharp

Sometimes things go wrong /This is Why it makes sense to protect your IT equipment with one of our all-inclusive maintenance agreements

The equipment that your team relies on day after day will eventually fail. It's inevitable. But if you have an Optimised Hardware Maintenance agreement with Sharp, the 'inevitable' doesn't have to be catastrophic. Here's why.

PROMPT PHONE SUPPORT



PROMPT ON-SITE REPAIRS, LOAN EQUIPMENT



Expert help to fix it fast

If something's not right, call us. In many cases it will be a configuration issue or other problem that one of our expert technicians can help you sort out, with clear step-by-step advice that gets you up and running in no time.

If we can't sort it out over the phone we'll send an engineer. The aim is always the same: to fix the fault as fast as we can. Because of your phone call, we'll have a good idea of what's gone wrong and our engineer will have the parts and equipment to make a repair.

In the unlikely event that the fault can't be fixed during the visit we'll take the item back for further fault-finding, leaving you with a suitable replacement until repairs have been completed.

Protecting your data

The best way to protect your data is through a cloud solution such as our Optimised Data Protection service. But if you back up your systems on-site – or even if you don't back them up at all – we'll do whatever we can to recover and restore your data.

COMPREHENSIVE BREAK-FIX SERVICE



Managing multiple maintenance contracts can be confusing **/This is Why** we cover everything in one easy agreement

Like most organisations, you almost certainly use a broad range of equipment of various ages from multiple manufacturers. Keeping track of what's covered by which warranty – or even if it's covered at all – can be a challenge. We can help.

An Optimised Hardware Maintenance agreement by Sharp gives you single-point protection for all of your equipment - Servers, PCs, laptops, mobile devices, display and printers. And the network that your team relies on every day can be covered with an annual agreement that gives you true peace of mind.

MULTIPLE NETWORKED DEVICES ARE COVERED



PROTECT YOUR TECHNOLOGY INVESTMENTS



Single-point cover

Sharp's Optimised Hardware Maintenance covers equipment from every major manufacturer and offers a guaranteed fix time across the UK and Ireland, supported by a 24/7 expert help desk. Bottom line? We've got you covered.

How we make a difference

- Break-fix and warranty support for every major manufacturer
- Expert network and server support
- Guaranteed fix times
- Wireless and wired networks
- Router and switching
- Extensive network of expert engineers backed by qualified consultants
- 24/7 help desk for rapid responses
- Remote and on-site trouble shooting

About Sharp's Optimised IT Solutions

Our Optimised IT Solutions include a full spectrum of pay-as-you-go and contracted services, including:

- Monitoring & Management
- Hardware Maintenance
- Data Protection
- Helpdesk
- Professional Services.

Welcome to Sharp

Sharp has been manufacturing fast, reliable printers and MFPs - and devising new, more productive ways of managing documents - for decades. Many have won awards from respected independent research establishments. All have delivered class-leading performance, often transforming productivity in the workplace.

Sharp is a truly global company with local representation in all major countries. And our expertise now extends far beyond the realm of office printing. Today we address the needs of the whole enterprise, with innovations in professional displays, solar cells, LED lighting and IT services, to name just a few.

SHARP

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Notes

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