

Fact Sheet

MAINTENANCE

Our customers expect a total service from Powercore and the provision of maintenance services with the equipment we sell is a logical development. Powercore offers a range of maintenance options to suit varying requirements for hours of coverage, response time and fix time. We even offer a basic disaster recovery option that provides a machine configured to a system prompt and ready to accept the restoration of programs and data.

Powercore delivers maintenance service in partnership with major UK maintenance companies and always retains responsibility for all aspects of service management.

Platforms

- IBM x , i and p Series
- Hewlett Packard Unix
- Sun Microsystems Unix

Service Levels

- Basic prime time 5 x 8, to full 24 x 7 coverage
- Response times from 2 hours to next day depending on options chosen
- Guaranteed fix times available
- Service Management “owned” by Powercore
- Replacement equipment rapidly available
- Very reliable sources of spare parts

Complementary Services

- Operating System Training
- Technical Support
- System Tuning
- Performance analysis and upgrades
- Operating System Licensing & Management



Powercore International Ltd
 Units 4 & 5, The Griffin Centre
 Staines Road, Bedfont
 Middlesex TW14 0HS

T: 44 (0) 20 8831 9339 F: 44 (0) 20 8831 9340
 E: enquiries@powercore.co.uk www.powercore.co.uk