



Concorde Services

AdvanceCARE

AdvanceCARE is Concorde's nationwide remedial maintenance service for all Intel based servers.

Our engineers will attend your site having already assessed the problem remotely where possible and in many cases will already have visited our stores and collected a selection of commonly failing spare parts in order to achieve a first time fix.



Key Features of our AdvanceCARE service includes:-

- Target First Time Fix
- Assistance with restoration of Operating System in the event of hard disc failure
- Remote monitoring option
- Back-up devices included
- Typical 99.5% first-time-fix rate
- Extensive stockholding enabling cover for mainstream manufacturers
- Competitive pricing

Typical Cover Periods & Fix Times

- 2-hour response / 2-hour fix (4 hours)
- 4-hour response / 4-hour fix (8 hours)
- 8-hour response / 8-hour fix (16 hours)

