



Concorde Services

PremiumCARE

PremiumCARE is Concorde's premier nationwide remedial maintenance service but without a premium on the price.

PremiumCARE is the ultimate remedial and reinstatement service for those clients with mission critical servers and who don't have a Disaster Recovery or Business Continuity Plan. Most remedial service contracts cover break down and natural wear and tear but Concorde's PremiumCARE goes several steps further and covers in the event of theft, accidental damage, environmental and software failure by providing a loan unit for a fixed period of time.



PremiumCARE has all the main features as AdvanceCARE with many enhancements designed specifically for clients who would wish to have a Disaster Recovery provision but for varying reasons, don't have one.

Our engineers will normally attend site having already liaised with you, our customer to partially establish which item of equipment has failed or is failing. In many cases, the engineer will already have visited our stores and collected a selection of commonly failing spare parts in order to achieve a first time fix. Our Disaster Recovery team will be alerted and a plan to provide alternative IT arrangements will swing into action and made ready for you in the event that your own equipment fails, has been damaged or stolen, or simply can not be brought back into service for environmental or software corruption reasons.

Key Features of our PremiumCARE service includes:-

- Target First Time Fix
- Restore of Operating System in the event of hard disc replacement
- Remote monitoring option
- Back-up devices included
- Typical 99.9% first-time-fix rate
- Extensive stockholding enabling cover for mainstream manufacturers equipment
- Swap out systems delivered to site
- Mobile office with integral power, air conditioning and rest room facilities delivered to site
- Up to 21 days inclusive usage following invocation whilst your equipment is reinstated or replaced
- Annual or bi-annual test included
- Dedicated or Syndicated options available
- 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)
- 12- hour response for Ship-to-Site / Mobile office to most major UK Town's and Cities



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