

IT Zone Service Levels

Tailored Service Levels to meet your network requirements

IT Zone is a fully authorised HP Business Partner and has been providing nationwide on-site support services for over 10-Years. Specialising in HP Printer Repairs using fully trained on-site printer engineers to carry out servicing and repair of all HP plotters and HP printers. Our experienced printer engineers are highly skilled in maintaining HP LaserJets and HP DesignJets.

Covering devices from all the leading networking vendors that include servers, routers, switches, desktops and laptops IT Zone have the technical expertise to successfully respond to a variety of networking scenarios.

The devices IT Zone support span across many different technologies such as IP Voice, Unified Communications, Servers & Desktops, Wireless and Security which are all maintained by a comprehensive infrastructure of experienced technical teams.

Tailored Service Levels

IT Zone's Service Levels are split into 3 defined areas; Fix, Response and Advanced Replacement. Depending on the requirement, all IT Zone's clients can select a variety of options to tailor their own SLA in response to their networking needs.

As part of the defined Service Levels provided, all IT Zone's clients can select a specific time constraint to accompany the SLA whether that be a 4 or 8 hour response, Monday to Friday coverage, or a complete 24/7 support package. These flexible options mean IT Zone can deliver measured service levels to its customers in a way that exactly meets their specific needs.

As part of any support contract, partners are provided with a single point of contact via the IT Zone service desk regardless of the SLA, device type or network location. This ensures all faults can be logged on a central online system where partners can even have access to view any incidents through a secure portal.



IT Zone Service Level features

Fix

- > Return to service within defined SLA
- > Onsite engineer
- > Parts to site
- > Escalation
- > Software support upon request

Response

- > Engineer to site within defined SLA
- > Parts following diagnosis
- > Escalation
- > Software support upon request

Advanced Replacement

- > Parts to site within defined SLA
- > Escalation
- > Software support upon request