

Hardware Support

On-site repair of computer equipment

We provide on-site multi-vendor repair of most types of computer equipment throughout the UK, including desktops, notebooks, printers, servers and point of sale (EPOS) equipment.

At Quiss Technology, we strive to provide the maximum uptime of your computer hardware in a cost effective manner, with minimum disruption in the event of a breakdown.

With this in mind we have developed a unique approach to IT Hardware Maintenance, which is handled and managed by a team of technical experts at our Helpdesk facility in central England. This facility is backed up by a nationwide network of highly qualified and experience engineers, providing comprehensive cover wherever our clients operate.

Flexibility of cover

Quiss offers the flexibility to provide a maintenance service to meet any organisation's specific requirements, from time and materials cover through to a 24 hour a day, 365 days a year service commitment with guaranteed fix times. Response times can also be tailored to individual requirements to ensure minimum disruption.

Handled by Specialists

Every hardware call is handled directly by a technical specialist rather than being routed through a call reception or message taking service. This ensures that operator errors and end user problems are identified and rectified at this stage, without customers having to waste unnecessary time waiting for an engineer to arrive on-site.

If a breakdown requires an on site visit all relevant information is passed directly to the engineer attending, ensuring that whether your fault is on a small desktop printer or a major network outage, they will be well equipped to fix the problem with the correct parts on the

first visit. As testament to the success of this approach we have a one visit fix rate of over 90% and are continually striving to achieve an even higher percentage. On the rare occasions where an item of equipment cannot be quickly repaired on site, we will provide a loan replacement for the duration of the repair.

Service	Details of Cover
4 hour guaranteed fix	09:00 to 17:00, 5 days a week Engineer will fix within 4 working hours Tailored uplifts available for up to 365 days per year, 24 hours per day
8 hour guaranteed fix	09:00 to 17:00, 5 days a week Engineer will fix within 8 working hours
4 hour response	09:00 to 17:00, 5 days a week Engineer on-site within 4 working hours Tailored uplifts available for up to 365 days per year, 24 hours per day
8 hour response	09:00 to 17:00, 5 days a week Engineer on-site within 8 working hours
Next day response	Engineer on-site the following day
Time and materials	No guaranteed response, site visit or back to base

Since our launch as a specialist IT service provider in 1988, we have strived to deliver only the best solutions. To find out more about any of our services, please contact us and we will be delighted to discuss your requirement further.

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