

CONSULT • DESIGN • PROCURE • CONFIGURE • IMPLEMENT • TRAIN • SUPPORT • DISPOSE

Ad Hoc Services

European Electronique understand that faults can occur when you least expect them and at the most inopportune times. Therefore we offer a range of ad hoc support options for both hardware and software that are not under a maintenance contract or managed service agreement.

We also offer ad hoc engineering services for the tasks that you do not have the resource to accommodate in house, such as installs, moves and changes, or just additional man power to help meet a deadline.

Ad Hoc Off Site Engineering

Based at our head office in Oxford, EE has a fully equipped workshop that has the resource for the following:

- Configurations
- Imaging
- Asset tagging
- Hardware repairs
- Firmware Upgrades

As part of our warranty accreditations, our workshop engineers regularly receive training from our partnered manufacturers on their latest products.

Ad Hoc Software Support

EE also offer software support on a telephone and remote access basis, either on a time & material rate (T&M) or on a voucher scheme where by each voucher is worth 15 minutes of engineering time.

Discounted rates are available for pre purchased engineering time on any of the above services.

Call for more information 01865 883300

Ad Hoc On Site Engineering

Our Engineering Ad Hoc Services are broken up into five different levels, these include:

- Level 1 – Installations, moves, adds and changes (IMAC) of pre configured devices, desktop audits.
- Level 2 – IMAC of un-configured devices, cabling.
- Level 3 – IMAC of server equipment, network software and hardware audits, senior cabling.
- Level 4 – Network health checks, configuration/ tuning of servers and installation of network devices.
- Level 5 – Consultancy

Additional to the above levels, we also have Prince II Qualified Project Managers.

Ad Hoc Break Fix

We offer ad hoc services for the on-site repair of printers, scanners, servers, PCs and laptops via our field based engineers. These repairs can be logged via our ITIL compliant service desk upon receipt of a purchase order.

www.euroele.com

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2011
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Services Overview

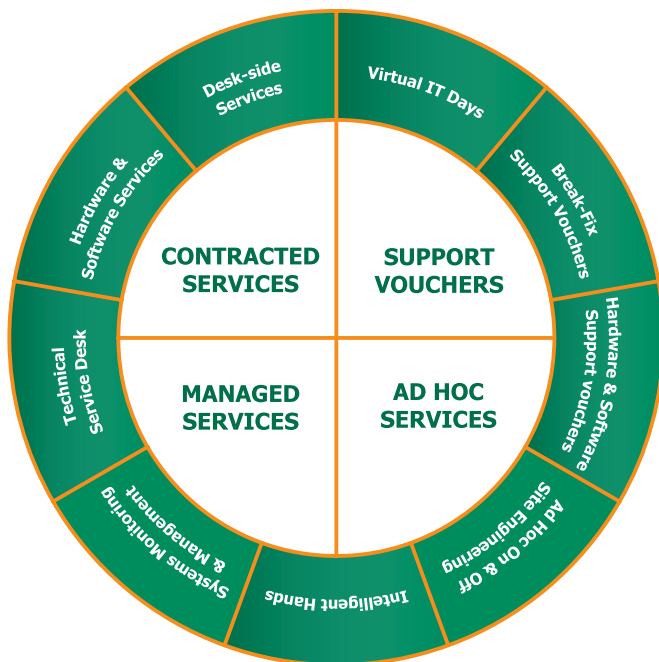
European Electronique is a successful privately owned company with a turnover of £49M and 137 permanent members of staff.

A nationwide network of highly skilled and accredited engineers allows us to provide a range of comprehensive services and solutions to meet the most demanding organisational challenges.

All of our services are focused on providing minimal disruption to your organisation and helping you maximise the value of your technology.

We can tailor our approach to suit specific customer needs utilising our "In House" expertise and additionally we have a number of strategic partnerships to provide further specialised services if required.

The company has spent over twenty years forging relationships with both globally recognised and 'best of breed' manufacturers, and have the skills to integrate complex solutions through consultancy, design, implementation, project management and support services.



"European Electronique have been a long standing and trusted partner for many years and they continue to excel in the delivery of the service contracts we subcontract to them. We would have no hesitation in recommending them to other channel partners."

"We have been a customer of European Electronique for a number of years and cannot fault the service we have received. The customer service is outstanding, nothing is too much trouble and the engineers are always approachable and professional."

"We have been using European Electronique for many years in order to service and support our Third Party requirements for our Customers on a range of IT hardware contracts, projects and installations. We look forward to working with them further in the future on the new service offerings they introduce."

Our success is underpinned by the award of approved supplier status for many government and regional procurement frameworks such as:

- Government Procurement Service
- Approved supplier for the Department for Education's ICT Services Framework Agreement" (formerly Becta)
- NEPA (National Education Printer Agreement)
- North East Universities Purchasing Consortia (NEUPC)
- Crescent Purchasing Consortia (CPC)
- Pro 5 (ESPO, CBC, YPO, NEPO, WMS)
- Oxfordshire County Council
- ITRAP (IT Related Accessories and Parts)
- OGC (previously –Becta) Software for Educational Institutions Prime Contractor
- BBC approved supplier