



Next

solution ltd



First Class
I.T. Hardware
Break-Fix



<http://hardwaremaintenanceshop.com>



sales@nextsolution.co.uk



0844 225 0482



YOUR UK STRATEGIC IT SERVICES PARTNER

Why Next Solution?

Next Solution have been providing I.T. support services since 2001. We ensure that your critical hardware is repaired quickly to prevent expensive downtime.

Our large team of experienced engineers can diagnose and fix a wide range of hardware and software technical problems and carry a full spares inventory - first time fix is always their aim.

Our call centre, based in the UK, is available 24/7 and is manned by engineers and our specialist Account Managers can assist with every enquiry.

“The last two companies we used were very unhelpful and made things very complicated.

We’re really happy with the service you are providing and are glad we switched suppliers to Next Solution.”

**24 HOURS A DAY
7 DAYS A WEEK
365 DAYS A YEAR**

Partner Benefits

- Multi-vendor-Multi-technology
- Guaranteed fix SLA's
- Full UK coverage
- 24/7 UK based service desk
- Attractive prices
- Access to large spares facility
- Access to skilled, qualified, field based engineers
- Unlimited access to technical sales knowledge
- Remote and on-site trouble shooting services

FACTS



STRENGTH

Over 16 years of delivering first class I.T. Hardware Maintenance.
Fully skilled in multi-vendor and multi-equipment systems.



TRUST

First time fix aim every time - you can trust us to fix your mission critical hardware.



SPEED

UK based helpdesk with technical experts on hand 24/7/365.
Nationwide engineers with first time fix as their main objective.



UNBEATABLE

The best prices in the market - with an unbeatable service.

“Guaranteed Fix always means Guaranteed Fix within the SLA”



OUR COMMITMENT TO YOUR I.T. NEEDS

Professional I.T. support services throughout the UK with flexible service levels and replacement parts.

Total client flexibility

As an IT services support provider with many contracts across a wide range of vertical markets from finance, legal, construction, retail, government and leisure, we recognise and are able to provide the flexibility your customers need.

Standard SLA Descriptions

Timing of Cover

This ranges from 24 hours/7 days a week, 8 hours a day over 5 business days or next business day.

Response Timing

This would start at 4 hours and normally also includes 8 hours or NBD.

Level of Response

Clients have a choice of guaranteed fix or response.

If a client requests guaranteed fix, Next Solution Ltd will guarantee to fix the fault within the agreed response time.

A response only contract will mean that the fault will be responded to within the agreed timing and engineer and parts will be despatched to site.

Always Guaranteed Fix

Next Solution Ltd always recommend that essential infrastructure and mission critical hardware is placed on a guaranteed fix contract to ensure business continuity.

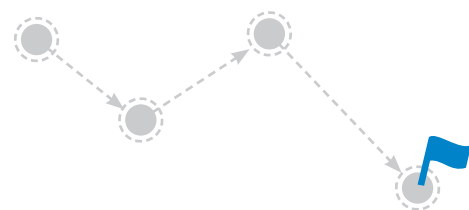
We also recommend that customers check the contracts from their existing suppliers. Many state that they will only offer best endeavours for guaranteed fix.

With guaranteed fix and 100% SLA deliverability from January-March 2015, our first class support service is simply super.



FIRST TIME FIX IS OUR MAIN OBJECTIVE

LARGE ENGINEERING TEAM
UK BASED
CALL CENTRE



Straight through to engineers

Our UK call centre is manned by experienced engineers and supported by a large field team 24/7/365. We can diagnose and fix a wide range of hardware and software technical problems and carry a full spares inventory.

We aim to fix the fault first time every time and all our technical services team are experts in maintaining all business critical systems.

FULLY SUPPORTED SALES & ENGINEERING TEAMS



Our specialist team, here to help you.

Engineering

Our call centre is available 24/7, providing an extended out of hours support service for all our customers if required.

Our SLA's are fully flexible and are designed to work with your business. You tell us the SLA you require and we will meet it.

Sales

The Next Solution technical sales team are experts in IT systems.

When a kit list is provided, we ask all the technical questions necessary to fully support the system and keep the correct parts in stock.

A detailed quotation is then provided for you. We can provide quotations for our own third party maintenance service or manufacturer warranty services from IBM and HP.

When contracts are due for renewal, we remind you four months before to give you plenty of time to notify any changes.

Ad-hoc Support & Projects

Sometimes things are out of your control. Next Solution are here to support you when equipment not under cover goes wrong. Ask your Account Manager for details of our ad-hoc support service - available by the hour, half days or full days.

Our technical team can also assist on projects, including hardware, networking and virtualisation, should this be required.



TECHNICAL HELP

Our technical sales team can assist with kit list enquiries



























QUOTATIONS

Detailed, competitive same day quotations, simply add your margin



SUPPORT

Ad-hoc support and I.T. project services

SERVER						
	Wintel PowerEdge Blade	Proliant ML Proliant DL/SL Proliant N/K/K RP/RX/RM Dec Alpha Blade	Wintel X-Series I&P Series RS/6000 AS/400 Z series mainframe	Sunfire/Sunray Sparc/Ultra Enterprise Neira/T Series Blades	Primepower Primergy	
DISK						
	PowerVault range	StorageWorks MSA Range EVA Range Left Hand	DS/FastT Range V7000	StorEdge T Series	AX series CX - Clariion VNX Celerra	PS4xxxx PS5xxxx PS6xxxx 200/300/400 3700/3900
NAS						
	1000 series MD Series 7xxx series NF range	1000 series 1500 series 2000 series B & DL series AiO	519x	Disk storage series		
TAPE						
	All single drives PowerVault range ML & TL ranges	All single drives StorageWorks MSL EML ESL	All single drives 3xxx range 4xxx range TS series libraries	All single drives 97xx series L series SL series Silo 9310/ L5500 StorEdge range		
SAN CONNECTIVITY						
	Silkworm range 200e 300 2000 to 5000 DS range	ProCurve FC switches HP/Brocade MDS/Cisco	17xx series 2xxx series 3xxx series 5xxx series	Sphereon Eclipse	Full shared support option including iOS and TAC	
SOFTWARE	AIX					
	Solaris					
	HPUX					
	Microsoft					
PRINTERS	Laser, Deskjet, Dot Matrix, Colour					
PC & LAPTOPS	Various					
MONITORS	Various - max 24"					

MULTI-VENDOR, MULTI-TECHNOLOGY

**SO WHY WAIT?
GET IN TOUCH TODAY**



22 Greenfields Business Park, Hinckley, LE10 1BB



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