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Microsoft Surface Support Enhancing Productivity

MS Surface is a powerful productivity tool. It brings powerful computing capability to the users on the move so often finds itself in the hands of our customers most valuable end-users. Traditionally though support for the devices has been return to base which can be inconvenient and costly for many organisations. CCS Media is proud to offer Microsoft Authorised field engineering for Surface devices with aggressive SLAs at affordable and competitive pricing.

Microsoft Authorised Break-Fix Engineering

With the ability to pick n' mix from 8 service levels you have the ability to match user productivity requirements to the right price point in order to create the ideal solution. In the event of a device failure an engineer will attend site providing fully inclusive parts and labour coverage. This can help get your most valuable users back up and running in the shortest timeframe. We can also include customer specific images to further save time and reduce I.T. workload.

Peace of Mind with Focus on Customer Satisfaction

The MS Surface product launched with return to base warranty. Many customers viewed that this was not ideal. It was either seen as a disincentive to purchase Surfaces or meant that I.T. had to create potentially costly and time consuming work-arounds in order to keep users productive. These challenges are now removed with a simple service pack that can be attached to any new or existing Surface device. This provides enterprise class support that you can rely on without unnecessary overheads.

Drive Productivity

The original warranty model meant that a faulty device would have to be sent back to Microsoft for repair. Whilst the user was without their machine they often had to struggle with alternative devices or be office based in order to use an available desktop. This mode clearly has an impact on the productivity of the user. Using the CCS Media service means

that the user inconvenience can drastically be reduced by choosing the appropriate on site SLA.

Reduce Overhead Costs

Some organisations purchased additional devices so that in the event of a failure the I.T. team could swap out the device immediately with the return managed as a background action. However, it meant that money was tied up in assets that were not driving a return. More often though the spare devices would be reallocated leaving no spares available when required. Using the CCS Media service levels means that organisations can achieve the highest service levels without this additional overhead for the business.

Replacing Hope with Guarantees

Microsoft Surface devices have proven to be very reliable. However, with any device there is always a chance for a failure; especially so with mobile devices. Many organisations have purchased the Surfaces and hoped that because they are reliable that nothing would go wrong. Leaving the productivity to key workers though is not something you can leave to chance.

With the ability to pick from seven SLA's to exactly meet the needs of your business you can protect the productivity of your key workers.

Microsoft Surface Break Fix Benefits

- Having reliable SLAs means that user inconvenience is minimised and productivity assured
- Fully comprehensive cover including all parts and labour reduces the overhead of carrying spares and I.T. managing repairs which saves time and money
- Customer imaging can be included in the service which further improves productivity and reduces cost.
- Full national and international coverage saves you time and travel costs further enhancing user productivity.



Service Level Options

Parts Only

Mon-Fri NBD

Mon-Fri 4hr

24/7 4hr

24/7 8hr

Parts and Engineer

Mon-Fri NBD + Engineer*

Mon-Fri 4hr + Engineer*

24/7 4hr + Engineer*

24/7 8hr + Engineer*

*Engineer time includes connect to network, set up One Drive, set up O365, configure Outlook. Business Day is Monday to Friday 9am – 5pm. Device must be covered by Microsoft warranty for this service to be valid.

Optional Extras

Surface support is just one of the features of CCS Media's Managed Service portfolio. Full lifecycle services are available that can help you audit or health-check your environment, transform business operations or migrate and retire legacy infrastructure. Our infrastructure services are there to help you through every step of the journey.

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Let's talk **Call 01246 200 200**

