

Engineer as a Service Maintenance (EngaaS)

Give your customers peace of mind by providing them with a skilled engineer, helping them to overcome their IT challenges expediently

A maintenance program that improves vendor warranty...

We all understand that sometimes equipment fails, that's why we purchase warranty agreements both in our personal lives and business lives. When a failure does happen, we know that this can cause business disruption, productivity losses and stress and this is why Exclusive Networks provides the safety net of a global network of IT and communications engineers who can help customers overcome their problems quickly and efficiently.

Not every location has IT resources...

And that's why our Engineer as a Service is so critical for our customers. When a replacement device arrives, it's essential that it is installed, configured and tested by someone who knows what they are doing. We are experts in service restoration and are trusted to be part of the business continuity plans of some of the largest companies in the world.

What is the Exclusive Networks Engineer as a Service Experience?

With EngaaS, partners of Exclusive Networks can extend multiple vendors' hardware maintenance capabilities with onsite resources. When needed, we provide experienced engineering resources to physically attend your relevant customer site/s to swap out faulty parts and ensure services are restored quickly and efficiently.

- › Extension of vendor's own hardware maintenance capabilities that puts an experienced engineer onsite
- › Extra business resilience and continuity
- › None of the risks or delays of doing hardware replacement yourself
- › Experienced engineering capability on demand to cover any/all sites
- › No unexpected bills: flat annual cost per device
- › Engineering coverage in over 150 countries
- › Onsite response SLAs from Next Business Day to 4 hours
- › Net Promoter Score of over **60** & SLA achievement over **99%**

Complex problems need simple solutions...

EngaaS is simple to order, consume and call upon when you or your customers need to. Here's how:

- › Customer discovers problem and calls the number on their service welcome pack
- › The EngaaS operator will interpret the issue and secure an engineer
- › Dispatch of engineer will be synchronised with the ETA of replacement part/s
- › Restoration is completed
- › Customer signs job completion and rates service experience

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