

Onsite Hardware Support

Retail IT has partnered with Esteem Managed Services Ltd to bring you a “best in class” hardware support solution. Esteem is a specialised support provider with truly national coverage and come with excellent references including Ted Baker, Estee Lauder, Paul Smith and The Walt Disney Company. We can provide next working day cover, 7 days per week on all business critical hardware in your stores.

Benefits of Onsite Hardware Support:

- Next Day Support (providing call logged by 2pm)
- 7 days per week
- Unlimited call outs
- 1st line support provided by Retail IT, we will continue to manage the process and the relationship with Esteem on your behalf.
- Highly skilled engineers employed by Esteem (not contractors)
- National Coverage throughout the UK and Ireland
- Engineers carry stock to improve the first time fix rates, currently 96%
- Every Esteem engineer is within 2 miles of a drop box or manned depot for spares
- Faults worked on until fixed and you are satisfied
- Fixed Monthly Fee payable by DD
- All your hardware can be covered and included in the contract

No. of POS in your Estate (regardless of location)	1-10	11-50	50+
	£/POS pcm	£/POS pcm	£/POS pcm
Onsite Next Day Hardware Support (7 days p.w.) – Monthly DD	£20.00	£18.33	£16.67

All prices exclude VAT



Contact Retail IT now on
020 8605 9768 or
sales@retailit.com
to learn how our solutions
can benefit your business!