

Mercia ITS Service Levels

Tailored Service Levels to meet your network requirements

Mercia ITS is a Birmingham-based IT Support, Sales and Services company specialising in delivering, supporting and managing IT solutions. As a privately owned company and created by people who have worked for various other leading vendors and resellers, the business has been founded on a goal of minimising IT-related costs and adding true value to our clients whilst maintain and delivering an exceptional level of service.

Covering devices from all the leading networking vendors that include servers, routers, switches, desktops and laptops Mercia ITS have the technical expertise to successfully respond to a variety of networking scenarios.

The devices Mercia ITS support span across many different technologies such as IP Voice, Unified Communications, Servers & Desktops, Wireless and Security which are all maintained by a comprehensive infrastructure of experienced technical teams.

Tailored Service Levels

Mercia ITS's Service Levels are split into 3 defined areas; Fix, Response and Advanced Replacement. Depending on the requirement, all Mercia ITS's clients can select a variety of options to tailor their own SLA in response to their networking needs.

As part of the defined Service Levels provided, all Mercia ITS's clients can select a specific time constraint to accompany the SLA whether that be a 4 or 8 hour response, Monday to Friday coverage, or a complete 24/7 support package. These flexible options mean Mercia ITS can deliver measured service levels to its customers in a way that exactly meets their specific needs.

As part of any support contract, partners are provided with a single point of contact via the Mercia ITS service desk regardless of the SLA, device type or network location. This ensures all faults can be logged on a central online system where partners can even have access to view any incidents through a secure portal.



Mercia ITS Service Level features

Fix

- > Return to service within defined SLA
- > Onsite engineer
- > Parts to site
- > Escalation
- > Software support upon request

Response

- > Engineer to site within defined SLA
- > Parts following diagnosis
- > Escalation
- > Software support upon request

Advanced Replacement

- > Parts to site within defined SLA
- > Escalation
- > Software support upon request