

# MULTI-VENDOR SERVICES

Cost effective,  
flexible solutions that  
meets every business  
requirement.



## **BENEFITS:**

- Vendor-Neutral
- Certified service technicians
- Over 250 service agents throughout Australia, New Zealand, and Asia
- 24 x 7 Technical Help desk
- Maintenance programs
- Technical spare hubs throughout APAC region
- SLA's tailored to your needs
- Channel focused offerings

**Computergate's Multi-Vendor Services is a powerful resource for your company when employed to extend vendor product warranty or to keep business critical systems up and running.**

Computergate offers a complete range of OEM specific services including helpdesk, workshop testing, and on-site services. By providing our customers with a single source solution through core service offering, we guarantee efficiency, risk reduction, cost saving, speed, and flexibility, 24 hours a day, 7 days a week.

## **Multi-Vendor Partnerships**

Computergate is channel-focused by operating partnerships with vendors and distributors, frequently augmenting both the product offering and existing support infrastructures. Our strategy is to excel on behalf of our partners and as a combined force we will provide product support services at a high level.

As well as providing technical assistance, our staff are trained to deal with the coordination of site installation and field technician dispatch together with;

- Service contract Management
- Entitlement Verification
- Warranty program support
- Spare Parts Management

## **An Overview of Our Multi-Vendor Services**

The Computergate Helpdesk offers immediate escalation to customers where a business critical situation has developed and requires immediate attention. All of the activities that we perform on behalf of our customers are controlled and coordinated through our helpdesk thus providing a consistent high level of service at all times.

### **Helpdesk Services**

Computergate Helpdesk offers immediate escalation to customers where a business critical situation has developed and requires immediate attention. All of the activities that we perform on behalf of our customers are coordinated through our Centralised Service Management System thus providing a consistent high level of service at all times.

### **Depot Service**

Computergate offers depot and workshop capabilities in the region. Parts and equipment testing can minimise DOA and improve customer satisfaction levels in new and refurbished product.

### ***On-Site Services***

Computergate has provided on-site services to our customers for more than 25 years. All our field activities are coordinated from our Helpdesk in our head office in Melbourne which has the ability to log and dispatch calls 24 hours a day, 7 days a week. Support calls are managed by our skilled staff, using a unique Call ID. Our partners consistently experience an overall reduction in support costs along with improved productivity while also maintaining or exceeding levels of customer satisfaction.

Features:

- Over 250 Dependable Service Engineers, Service Agents & IT Professionals
- Flexible service contracts tailored to individual needs
- Installation & Integration
- Extended On-Site Warranty

### ***Logistics***

Consignment spares are managed and tracked on behalf of our vendor partners. Parts are located in convenient Parts hubs in nominated location where easy access and couriers can conveniently move parts throughout the region.

Features:

- RMA Parts Management
- Distribution
- Spare Parts Management
- Advanced Exchange & Hot Swap programs

### ***Continuing Products***

The depth and breadth of our services are also extended to many out of warranty and legacy products. Vendors chose to 'EOSL' (End of Service Life) equipment and in many cases will continue to have a useful purpose. You will still have the comfort of obtaining support if the equipment fails.

### ***Customer Self-Service Portal***

All of our partners and customers have easy access to service tickets and histories through the Self-Service portal. This web based methodology allows for tracking and reporting of service tickets, access to equipment SLA's, warranty information and other Certifications.

### ***Flexible Cost Structure***

All of our vendor partners have a preferred method to offer service to their customers. At Computergate we have recognised this, and provide a flexible cost structure that is designed from the ground up to meet the service strategy required. No matter how small the service we strive to deliver the highest quality support to the customer.

### ***WHY COMPUTERGATE***

We can help you manage your IT Infrastructure to allow your business to be a competitive differentiator. By leveraging the broad reach of our national delivery model, you can take advantage of our expertise, experience and transformational skills to transition your infrastructure through monitoring and management quickly and smoothly. With extensive experience in supporting global customers and leading vendors, Computergate can deliver innovative solutions to your organisation. We can efficiently and cost-effectively assemble and deploy the full breadth of our capabilities to provide you with the highest quality services, delivered with predictable, consistent results.

For more information, please call

**1300 748 663**

(Australia, New Zealand)

**001 8000 2500 001**

(Singapore, Thailand, Hong Kong)

**00 8000 2500 001**

(Malaysia)

**Head Office:**

**10/20 Duerdin Street  
Clayton, Victoria 3168  
Australia**

[www.computergate.com.au](http://www.computergate.com.au)