Hardware AMC (Annual Maintenance Contract)

Introduction:

Today, IT networks are important to the day-to-day operations of any business, and we are committed to provide you with the support you need to succeed

FSPL fully understands the need for effective IT equipment and its importance for success of a company or business.

Our IT maintenance contract entitles our clients with an exclusive service provided by the aces of IT support.

We will do the research and the legwork for you and ensure that you have everything you need to keep your business running smoothly.

The Journey:

Have you ever pondered upon :-

What happens when on last day of month, HR & Payroll Processing application runs into intermittent error messages, and eventually server crashes?

Imagine a scenario during quarter end or fiscal year end, sales order loading system takes time to open full page, complete entire process until end, which leads to incompletion of revenue recognition and time lapse.

With the kind of IT environment that your organization is operating, you could be dealing with multiple contacts for respective issues.

When a problem arises, sometimes you have to call overseas or distant location, at their contact centre just to have an answer to your issue.

You cannot immediately have the spare parts you need because you have to go through a series of processes, delaying the resolution to your problem.

In context to all above aspects, Cogencis was facing similar issues leading to delay in deliverables and consistent performance. There was violation of SLA, as they were dependent on the internal processes and policies of the service provider. Client was also facing performance and life degradation of the assets, due to non-maintenance of hardware.

Client was looking to eliminate such problems, instead of ignoring it. They were unclear on best available options to resolve all their on-going worries.

Futuresoft was the front-runner to discuss such persistent issues and to pitch Comprehensive Annual Maintenance Services as best option, for their IT hardware acting as one time resolution, ensuring prompt response and cost effective services.
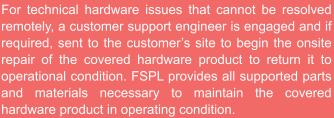
With an SLA coverage in place, we provision below services in order to obtain a cost-effective set of test requirements.

Remote Problem Diagnosis and Support

When the customer experiences a system problem and reports it to the FSPL CSC via a toll fee support telephone number, the customer Is connected to an FSPL resolution engineer. The engineer first attempts to remotely trouble-shoot, initiate, and resolve the problem. Prior to any onsite assistance, an engineer may Initiate and perform remote diagnostics to facilitate remote problem resolution. Problems with covered hardware can be reported to the FSPL CSC either via telephone or electronically, via 24 Hours a day, 7 days a week.

For technical hardware issues that cannot be resolved remotely, a customer support engineer is engaged and if required, sent to the customer's site to begin the onsite repair of the covered hardware product to return it to operational condition. FSPL provides all supported parts and materials necessary to maintain the covered hardware product in operating condition.
Support window: Service is available 24 hours a day, Monday through Sunday.

Onsite Hardware Support

For critical problems with covered hardware that cannot be quickly resolved remotely, FSPL will use efforts to return the covered hardware to operating condition within 6 hours of the initial service request to the FSPL CSC. Call-to-repair time refers to the period of time that begins when the initial service request is logged at the FSPL CSC and ends with FSPL's determination that the hardware is repaired. Verification by FSPL may be accomplished by the completion of a power-on self-test, stand-alone diagnostic or visual verification of proper operation.

6 Hour Call to Repair Time Commitment

Customer was firm to avail AMC services from a trusted, well-known name who has a benchmark set on hardware services, providing them excellent services leading to client maximisation, which led to choosing Futuresoft as their preferred vendor.

Experiential Support Opportunities

Futuresoft Solutions is One – Stop - Shop, by bringing together a host of solutions & services to the customer. Our customers and clients need not search different providers for their IT needs, until we are around.We do not promise to provide best services; we always try to go beyond the limit decided.

Comprehensive Annual Maintenance Contract – We can offer your company a support and service contract to keep your business computer systems and network at peak performance. The service contract includes regular scheduled maintenance for all systems and equipment at an agreed service level and cost. We undertake AMC projects on wide variety of IT Infrastructure including; (Desktop / Laptop / Printers / Scanners / UPS /Server / Storage Hardware & Networking Devices) across the country, store surplus spare and achieve the resolution within agreed SLA (8X5 / 24X7) and 6hr centre support for every asset owned.

a) Comprehensive AMC - In a comprehensive AMC, the analysis of breakdowns / faults; repairing / service; pre-determined / agreed to frequency. This includes spare parts replacement. Apart from this, preventive maintenance is also done, on a pre-determined/agreed-to frequency.
Note: It excludes all physical mishandling or damages.

b) Non-Comprehensive AMC - This is similar to a Comprehensive AMC, but in this, the cost of spare parts replacement has to be borne by the customer. This usually means only service. Preventive maintenance comes under this and a consultant will advise on hardware break down.

Vendor Management: We have achieved uptime Maintenance and Support with our direct presence and partner led model supporting 800+ locations including 250+ Locations in Tier 2 Cities, 200+ locations in Tier 3 Cities & 300+ locations in Tier 4 Cities.

Rental: We are expanding our forte towards leasing and renting of leading OEM to name a few;SUN- SOLARIS/ IBM- AIX/ HP- UNIX / X86 SERVERS (HP ProLiant, IBM X Series, and DELL Power Edge), Storage Appliances & CISCO Routers/Switches/Desktop's/Laptops.

Implementation: Application implementing, Customizing, Creating and Re-Designing of the same. Customer gets different level of expertise from one point of contact at a cost effective pricing under the same roof. Implementing an IT system is one of the most important – and most expensive ventures - organizations will undertake.

Upgradation: IT upgradation is involved in actively updating the software as well as hardware for the activity of new features, applications and new software installation.
Benefits of upgradation can be pinpointed with crispness as;
➤ Get benefits from different application and software.
➤ Process must be faster than before.
➤ Easy to use new features.
➤ Easy to use new software because of upgrade.
➤ Safe to use new application due to bug free.

Infrastructure Facilities Management Services – We achieve this by offering a complete portfolio of customized services and expertise, from planning and design to procurement, installation, integration, migration assistance to system management, telephone support and on-site hardware and software fixes. Our services are not limited to:

➤ End – to End IT Infrastructure Supply, Support & Maintenance
➤ Managed Services – Monitoring, Management, Operations, Service Desk

➤ Outsourcing and Staffing Support ;
➤ Performance Improvement / Tuning & Capacity Planning.
➤ Database Management Services

Highlights

"A satisfied customer is our Goal … Exceeding their expectations all the time – every time – is our objective ".

Customer Satisfaction – Customer service and success is a core value at FSPL, and we pride ourselves on providing an outstanding customer experience. We work hard to maintain a good support record and have maintained a 100% customer satisfaction benchmark since past 3 years

Response Time – Prompt response with quick resolution against every call logged with FSPL, nationally has been our prime focus and endeavour. We have been successfully maintaining Zero Breach with 100% response time until date.

Service Level Agreement (SLA) –100% performance SLA has been met for past 3 years until date consecutively.

Up Time – We have adhered to 99.5% uptime on all assets covered under Hardware AMC in past 3 years until date.

Customer Appreciation

To deliver consistently terrific support services to our customers, we hire wonderful people who believe in company's goals, habitually do better than the norm, aim to offer exceptional support services, share their ideas and opinions if they are well heard and respected, to solve customer problems.

- Clarity on customer expectations.
- Un-interrupted customer support.
- Equipment maintenance.
- Vigilance and adherence of defined SLA.
- Adjustability and accountability.

Customer Delight

The value of customer service is an important intangible asset.

Since 2014, client has been enjoying persistent level of customer service from us.

"Customer delight is central to FSPL goals of every team member,
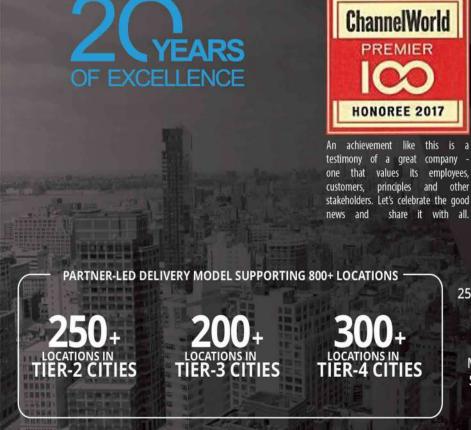Here our clients highlight the same ".

> The key word that highlights our association with FSPL is "Reliable".
> FSPL services stood out amongst the competition, because of their clear communication and ability to deliver what they promised. Their commitment and timely delivery surprised me and made me the happiest; without doubt, I would definitely like to recommend FSPL for their reliability.
>
> Mr Nashit Sekhani, Senior Manager – Technology, Cogencis Information Services Ltd.

cogencis
tracks what matters

About Cogencis

Cogencis is India's first and fastest growing real-time financial market terminal provider- a testimony to deep-rooted customer faith. Cogencis' products are focussed on delivering more of what their customer wants, such as far deeper and broader domestic data and news, and do not overload their customers with what they do not need.

20 YEARS OF EXCELLENCE

ChannelWorld PREMIER 100 HONOREE 2017

An achievement like this is a testimony of a great company - one that values its employees, customers, principles and other stakeholders. Let's celebrate the good news and share it with all.

SME CHANNELS SUPER 50 2016

Futuresoft is recognised as a Super50 solutions partner with capabilities to create solution & service model for new age enterprises, address their end-to-end needs, that makes them a software enabled digital organization.

PARTNER-LED DELIVERY MODEL SUPPORTING 800+ LOCATIONS

250+ LOCATIONS IN TIER-2 CITIES

200+ LOCATIONS IN TIER-3 CITIES

300+ LOCATIONS IN TIER-4 CITIES

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