



## Multivendor Breakfix

**FDS has been providing traditional maintenance services for over 40 years, ranging from desktop equipment though to High End Mainframes. Covering a variety of Original Equipment Manufacturers, it has the flexibility and adaptability to move with the ever changing and demanding IT market place.**

Services delivered through the resident engineering support model and mobile dispatch team involves End User Environment Support. This encompasses desktop, laptop and printer break fix, and desktside support services to end users. We also provide server support from Blade and X86 architecture through to mainframe equipment, including support for Original Equipment Manufacturers (OEMs).

Through the mobile dispatch team FDS can deliver a six hour Call to Fix SLA nationwide on all equipment. With a resident model FDS is able to meet higher SLAs and can tailor a dedicated team specific to the customer requirements. In addition FDS can offer support for HPE and Cisco Network products, and through a unique partnership can support various EMC systems. Alongside maintenance FDS can provide Installation, Moves, Adds, Changes and Decommissioning (IMAC-D) of most equipment.

Additional bespoke services delivered through FDS include Datacentre Care Services. This enables FDS to take responsibility for the day to day running of the datacentre, providing resources at a location and time that the customer requires, to ensure the datacentre is running as efficiently as possible. FDS understands that every customer has different requirements and levels of support needed. The FDS delivery model provides a flexible service that can be tailored to meet the requirements of each customer.

# The Service

The UK&I delivery organisation is managed centrally through a dedicated **Delivery Operations Manager** with regional **Service Delivery Managers** ensuring day to day operations run smoothly. In addition to the operational delivery **FDS** also has specialist resources aligned to assist with customer engagement and business growth.

## Coverage and SLAs

FDS is able to provide cover for mainland UK and Ireland. Cover is available next day or on two day response for the Scottish Isles where travel costs will normally be recharged to the customer. Requirements for the Isle of Man, Isles of Scilly and the Channel Islands are sub-contracted to local organisations.

For the mainstream locations FDS is able to tailor services to meet the customer's requirements. Where engineers are based on the customer's locations, there are very few restrictions on the SLA that can be offered, while there are limitations on the mobile operations.

Mobile operations will normally commit to a four hour response anywhere on the mainland. An eight hour fix would normally apply for Cornwall, West Scotland and North Scotland and some of the more remote areas in Ireland.

## Out of Hours Cover

Many customers require support outside of normal business hours for their critical systems.

Out of Hours support is provided by engineers on standby rotas.

There are two types of rota:

- **Territorial** – A team of engineers who support a number of customers within a geographic area. These teams comprise engineers with a broad skill level and depth of knowledge to maintain a wide range of equipment.
- **Dedicated** – A team of engineers that look after a specific customer, this may be because the customer has specific security requirements or the equipment is specialised.

The territorial out of hours teams are available 24x7x365. This allows flexibility in the period of cover that can be supported.



## Our Workforce

### Dispatch Services

DXC customers may have remote locations requiring support but do not require engineers based at the customer's location. These locations will be supported by mobile engineers who will have a broad skill level and depth of knowledge to maintain a wide range of equipment.







The UK&I is divided into 3 regions. The number of engineers in each area is dependent on the number of customers to be supported, and each area is managed by a Service Delivery Manager (SDM).

Mobile engineers receive, update, order parts and close calls using real time communication.

### Site Based Engineers

Aligning engineers to a customer ensures the correct skills, creates local knowledge and a single point of contact for all service issues.



 Server	 Storage	 EUW	 Datacentre Care	 IMACS	 Shared Support
<ul style="list-style-type: none"> <li>• Industry standard x86</li> <li>• Oracle</li> <li>• HPE</li> <li>• IBM</li> <li>• Dell</li> </ul>	<ul style="list-style-type: none"> <li>• IBM</li> <li>• Oracle</li> <li>• HPE</li> <li>• Brocade</li> <li>• Dell</li> </ul>	<ul style="list-style-type: none"> <li>• Desktop</li> <li>• Laptop</li> <li>• Printers</li> <li>• Deskside Support</li> </ul>	<ul style="list-style-type: none"> <li>• Onsite resource</li> <li>• Floor management</li> <li>• Media management (tapes and disks)</li> <li>• Goods receipt and dispatch</li> <li>• Asset management</li> <li>• Escorting</li> <li>• Checking system status, error lights, cabling issues</li> </ul>	<ul style="list-style-type: none"> <li>• Deployment</li> <li>• Upgrades</li> <li>• Staging/builds</li> <li>• Asset management</li> <li>• Disposals</li> </ul>	<ul style="list-style-type: none"> <li>• EMC</li> <li>• NetApps</li> <li>• Storagetek</li> </ul>
<ul style="list-style-type: none"> <li>• Onsite support</li> <li>• Flexible service cover</li> <li>• Account aligned engineers</li> <li>• Distributed support via mobile engineers</li> <li>• 24x7x365 coverage UK based Solution Centre</li> </ul>					<ul style="list-style-type: none"> <li>• Technical hands and eyes</li> <li>• Event management</li> </ul>



## Bespoke Services

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## Further Information

For more details please contact [solutiondesign@dxcfds.com](mailto:solutiondesign@dxcfds.com)

# FDS

A DXC Technology Company

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