

ACADEMIA SUPPORT CONTRACTS FOR FE/HE

Academia understands the challenges and demands faced in the Higher Education sector - student expectations are rising and there is a thirst for new technology. Pressure to deliver high-quality to students is high for IT departments and sometimes extra support is useful. We have over 12 years of experience in sourcing technology solutions for colleges and universities and deliver industry standard services to 300+ institutions.

What is Care+

Our in-house Care+ solution is a support contract to manage all your IT needs. Contracts are comprehensive and include support for all your hardware, software and network – typically covering servers, desktops, laptops and tablet devices. We have an array of options tailored to suit your individual needs and with specific SLAs, one thing guaranteed is your peace of mind at an affordable cost!

THE BENEFITS

Reduce costs

Predictable costs to reduce your overall expenditure

Flexible and scalable

Scale up and down as required

Reduce IT risks and downtime

Proactive management and SLAs



CHOOSE US FOR...



Apple Integration



Repairs



Help Desk - Remote/ Onsite



Mobile Integration



Support Contracts



Install-to-Desk

Get in touch

T: 01992 703900
E: feheteam@academia.co.uk
W: www.academia.co.uk

Our address

8 Kinetic Crescent,
Innova Park,
Enfield, EN3 7XH



Authorised
Service Provider



Solution Expert
Education

WHAT'S INCLUDED?

Technical helpdesk & telephone support:

Log a call with our helpdesk and we'll respond within an agreed SLA

Remote support:

If an issue can't be resolved over the phone then we can access your site remotely and take control of the device to fix the issue

On-site engineer visits:

Decide how many days you wish to pre-book to cover assistance with fault diagnostics, repairs and general IT issues – or utilise engineers when a remote solution to a problem isn't feasible

YOU MIGHT ALSO LIKE

Additionally, choose from a number of "add-ons" to suit your requirements including (but not limited to):

- ✓ Warranty Cover
- ✓ Install to Desk
- ✓ Device Enrolment Programme
- ✓ Asset Disposal/Recycling
- ✓ Lifecycle Management
- ✓ Loan Equipment & Spare Parts
- ✓ LAN Support
- ✓ Asset Management
- ✓ Image Build and Management
- ✓ Mobile Device Management
- ✓ System Health Checks
- ✓ Monthly Reporting
- ✓ Data Recovery
- ✓ Disaster Recovery
- ✓ On-site Engineer
- ✓ Hosted MDM
- ✓ Encryption

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