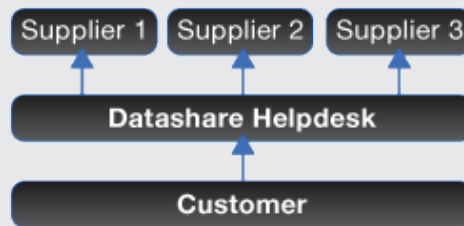


Managed Services

Hardware Support - Our Unique Process Delivers Better Results

All your parts are logged within our Database as we implement your service contract. This additional work is offered as an added value service, and for you this means instant access and easy retrieval of every part within your IT solution.

Easy identification, means a quick solution to any hardware problem you may have; the individual part number(s) of the offending item are managed by our technical consultants, and a quick recovery is assured. From the information we have recorded on our database and through effective management of your problem, you will receive not only a quick resolution, but a stress-free one as well.



National, 24x7 Support

Datashare maintain formal relationships with a minimum of three specialist maintenance companies, each with national coverage and with a combined resource of 1500 locally-based engineers, 1500 spare parts locations and, where required, 24 x 7 support capability.

Having first checked parts availability, our Help Desk operative selects the most appropriate provider and thereafter monitors the call to satisfactory completion, keeping the client/end user informed at every stage.

At all times Datashare retain management and ownership of every maintenance call. We offer a wide range of support options which include 2+2, 4+4, 8+8, Monday to Friday or 24 x 7. All types of hardware can be covered including printers, pc's, laptops and servers including enterprise sized systems.

This unique model for value-added maintenance services covers equipment from various different manufacturers including HP, IBM, Dell and Sun Microsystems. The approach, whilst being incredibly simple, offers our clients access to tens of millions of pounds of spares stock and many hundreds of technically able, qualified engineers.

Maximum Service, Minimal Cost.

Our model is a simple one that offers maximum service for minimal outlay. The combination of specialist hardware maintenance suppliers teamed with as our own accredited systems engineers to ensure delivery of the highest possible standard of maintenance services.

It is this combination - of the best possible service for the minimum cost - that we believe is unique to Datashare.

Contact us for more information and a quick, no obligation discussion to help you with your support requirements.

Our vision...

"To achieve the highest possible standards for our customers"

Our mission...

"To continually develop and provide the highest quality IT and Business Services to our customers, while offering value and maintaining quality through the development of our people"

Our customers...

Include Pinsent Masons, The Law Society, Cardpoint PLC, London Stock Exchange, Munday Solicitors, Lewis Silkin, Travers Smith, The Design Council, & Quadriga Worldwide.

Our services...

Managed Solutions
IT Outsourcing
Technical Architecture & Design
Network Management
Systems Migration Services
IT Systems Support
Business Continuity & Disaster Recovery

Strategic Alliances...

Microsoft Certified Partner
Citrix Access Partner - Silver
Symantec Enterprise Administration Partner
Altiris Gold Business Partner