

Reduce your Total Cost of Ownership and maximise your Return on Investment

Background

- Specifically designed by Bates InfoTech to offer NHS customers a complete IT procurement facility and peace of mind
- Equipment offered at competitive rates incorporating
- Value Added Services

Bespoke Computer Systems

- The OEM Vendor of your choice will design and build computers to your specification
- This specification may be maintained for 12 months ensuring drivers, BIOS and network settings are not affected
- Proven system for successful ongoing procurement requirements

Asset Tagging

Database to be maintained on your behalf, including:

- Asset Number
- Make and Model
- Client Purchase Order Number
- Date of Delivery and Installation
- Department and End-User

Client Disk Image

- With your assistance and approval, Bates InfoTech can develop a disk image of your standard software install
- This image can then be loaded onto PCs prior to installation, thus relieving your network team of this particular task

Installation Schedules

- Upon receipt of an official order, Bates InfoTech can liaise directly with you to arrange installation
- Schedule of forthcoming installs will be emailed to nominated member of your staff who can reply with alterations if necessary

Emergency Orders

- Verbal orders from senior members of staff will be accepted with a covering email or fax
- Stock of equipment will be held off-site on your behalf to assist in fulfilling emergency requirements

Delivery to Desk

- In the interest of security, all new PCs can be delivered to the end-user's desk on the date of installation

Installation Procedure

To ensure end-user has a fully functional system with all aspects of installation completed before our engineer leaves site

- Set-up connectivity
- Transfer data / personal folders and address book
- Set-up email profile
- Map home drive
- Install printers / load drivers or network connection
- Set-up reflections if required

Please note - the above procedure can be adapted to suit your exact requirements

Order2Install Time-Frames

- Receipt of official order to delivery and installation will be achieved within five working days

Please note - network problems and issues beyond the control of Bates InfoTech personnel may have a detrimental effect on the above

DOA and Warranty Claims

- All DOA's to be swapped out within 8 hrs, thus minimising disruption to end-user
- Computers less than 30 days old may be replaced at discretion of end-user

Disposal of Redundant Computers

- Bates InfoTech will arrange disposal of computers replaced by new equipment
- To comply with Data Protection Act, all data will be removed prior to leaving site
- Disposed equipment list will be updated and emailed to nominated member of your staff so adjustment can be made to Asset Register

Reports

- Monthly installation report will be sent to nominated member of your staff
- To maintain high standards, any issues will be listed for discussion

Flexibility

- Bates InfoTech realize that not everyone has the same requirements and with this in mind, we are happy to adapt our services to meet your specific criteria