



# Hardware Support

**IT's Personal**



**IT's Support**  
**IT's Reliable**  
**IT's Cost Effective**

Viglen's hardware support offers you a 24/7, 365 days a year with guaranteed single point of contact service.

Our service levels work around your schedule and engineers support multi-vendor hardware such as servers, desktops, storage and more.

**viglen**

Great  
Minds  
Think

**viglen**



## Hardware Support - IT's Personal

IT hardware and infrastructures are placed under a great deal of pressure every day and the most common bit of hardware to be used in any IT environment is the Desktop PC.

Here at Viglen we leave you with the peace of mind knowing that our fully certified engineers have the knowledge and equipment to undergo repairs, leaving you to allocate your IT staff to other valuable duties. Our aim is to minimise downtime and resolve the issue as quickly as possible.

### Features and benefits of Viglen's hardware support

- All calls logged and managed
- Guaranteed repairs
- Cost effective service
- Dedicated on-site engineers
- Increase efficiency by releasing time spent by your own staff
- Various support levels offered
- High first time fix rates
- Support multi-vendor hardware
- Full Microsoft certified engineers



Being passionate about keeping our customers happy and ensuring your IT infrastructure supports your organisation in achieving your IT goals is on top of our list

With one phone call you will be connected to our professionally trained staff in customer services but also in computer technology. We will be able to diagnose the error and repair via remote support or have an on-site engineer at hand.



ProCurve Networking  
Specialist  
Master

