



# Service Improvement

## Ongoing Delivery and Support

### What is the difference:

- Site Aware and Accredited Engineers and Service Specialists.
- You pay for the support you need when you need it.
- Fixed costs.
- Our business focus is operational service – without the overheads.

### What is included:

- Ability to raise tailored support when you need it.
- Improvement Consultancy Audit conducted on site.
- Tailored ongoing plans to meet your needs.
- Comprehensive attendance reports.
- Dedicated highly experienced service management.

### TURNKEY SOLUTIONS

For more information on any of our products or services please visit us on the Web at:

[www.unified-support.co.uk](http://www.unified-support.co.uk)  
[info@unified-support.co.uk](mailto:info@unified-support.co.uk)  
 tel. +447780601550



Service delivery and Technology mature over time, they need focus to ensure continual assessment and improvement.

Unified-Support recognize the need to continually review and make change to ensure an active and meaningful lifespan.

Through the use of real time data analysis and by utilizing our extensive operational, service and support experience across numerous types of client bases, we can play a part in devising robust service improvement plans for the future.

At Unified-Support we think differently, our ethos is to charge for support as you need it when you need it, tailored to your needs – you get enhanced support at a fraction of the traditional cost.

## How does it work?

- Unified-Support collaborate with you to build an agreed output program in advance to ensure we meet your needs.
- Unified-Support dispatch a specialist team to your location when you need it and conduct a full needs analysis. Seeking and utilizing input from existing teams, end users and technology specialists, reviewing all existing sources of performance data with an aim to capture performance, vulnerabilities, and predicted areas of expansion.
- Full technology review conducted to ensure existing capture methods meet our clients needs and to assess what additional benefits could be leveraged, including a review of existing spares holdings, organizing secure disposal if required.
- Continuous improvement plans and ongoing tracking metrics are built to our mutually agreed standards putting forward long-term plans, recommendations and roadmap based upon experience, tailored to our client's environment.

### SERVICES AVAILABLE

- [Technical Support](#)
- [Maintenance](#)
- [Hardware Support](#)
- [Solution Consultancy](#)
- [Support Consultancy](#)
- [End User Training](#)

Why make technology expensive and difficult to maintain? Unified-Support are here to help, with over 50 Years' experience in the Technology Support sector we aim to make a difference.