

IT Support Contracts



**White Label IT Support:
Specialists in multi-vendor, multi-site,
and multi-country deployment**

ixonix[®]
The Technology Distributors



24/7 Helpdesk & Bespoke SLAs

Available 365 days a year on-site or remote, with SLAs to suit



Save Time & Money

Easy to arrange, cost effective, and simple for the end user to access



Expert Engineers

Qualified staff with a possible 4-hour fix solution



Parts Inventory

A comprehensive list of parts dating back as far as 1990



White Label

Our channel only support will be under your brand name

Ikonic provides a complete white-label IT support solution delivering around-the-clock maintenance, installation, and integration support across a wide range of data systems. The support is easy to arrange, cost effective and simple for the end user to access. We do the hard work, so you don't have to.

Ikonic's IT support services have an experienced technical support team and a thorough understanding of the IT support market. Your customers demand more, and it is important that you can partner with a support services provider that can deliver on all your promises and be equal to or better than the manufacturer.

Save Time & Money

We provide equal hardware cover, response times and quality of service as a manufacturer but for a potential fraction of the price. And unlike manufacturer fixed term and service contracts, we can be fully flexible with our offerings. Plus, being multi-vendor, our support allows for whole data centres – or even multiple sites across the world – to be covered under one contract and one point of call for all issues.

A Team You Can Trust

Ikonic's engineers are qualified on all levels required for the major vendors, which guarantees you the highest level of support. Every engineer has also been security checked, which is vitally important for airports, councils, the public sector and more.

With Ikonic you get competitive pricing, a highly qualified team, and an unrivalled level of service.

Ikonic supports all the leading vendors including, but not limited to:

- **Brocade**
- **Cisco**
- **Dell**
- **EMC**
- **Extreme**
- **F5**
- **Fujitsu**
- **Hitachi**
- **HP / HPE**
- **IBM**
- **Juniper**
- **Lenovo**
- **Net App**
- **Nortel**
- **Oracle / Sun**
- **Supermicro**

24/7 UK Help Desk & Bespoke SLAs

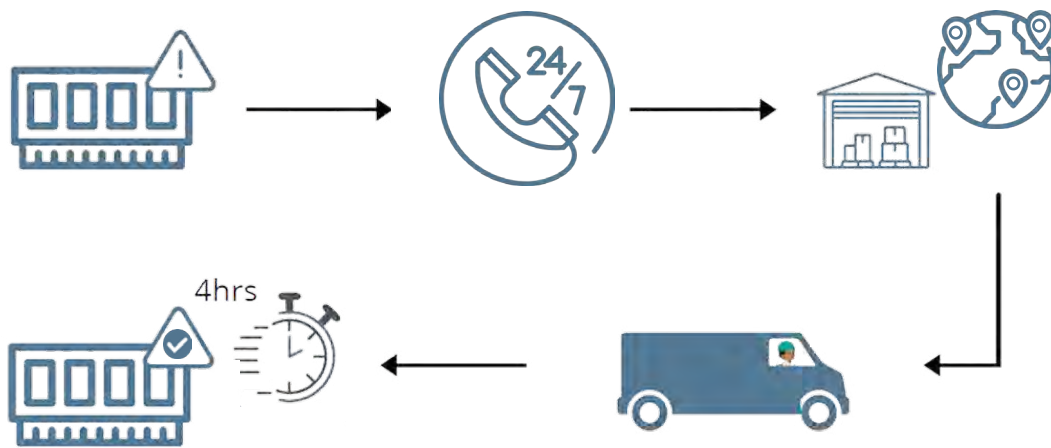
No matter the location, the technology or the vendor, the Ikonic Service Desk is always there to process your customer's request and provide a single point of contact. We provide worldwide cover with a possible 4-hour response/fix time day or night – 7 days a week, 365 days a year. You can rest assured that in the event of any faults, your customer can be back up and running quickly, especially with [bespoke SLA packages](#) based on your customer's needs. The helpdesk is UK-based and English-speaking offering on-site support globally, with engineers of all languages.

Equipment Spares

Having certified engineers means nothing if they don't have access to the required spares. Ikonic's comprehensive network of spares warehouses enables our field engineers to respond quickly and effectively to any fault call or incident.



We provide a 24/7 manned service so your client can contact us whenever a hardware issue arises.



Your client will speak direct with an engineer on our helpdesk who has a wide range of expertise and knowledge, as well as a variety of spoken languages if needed.

The assigned engineer will make a diagnostic assessment of the fault straight away, and start the process for a quick resolution based on the Service Level Agreement (SLA).

We have engineers who are ready to be dispatched, with a full inventory of parts, located across sites strategically positioned on major roads and networks.

This means our engineers can achieve a 4-hour fix time and can often bring the parts with them directly.

Upon completion, the customer is then provided with the full report highlighting any current or environmental system issues, and recommendations for further action if needed.

All under your brand name.

Request a Quote



+44 (0)1706 360 000



info@ikonic.com

Your Portal

A key component of Ikonic's white-label IT support service is a unique portal with login credentials for you and the end user. The portal allows you to manage the entire supported estate of your customer in one place, including renewals.

How it works

The portal works with a simple ticketing process:

- Log a ticket
- The ticket is remotely diagnosed by an engineer
- A replacement or on-site engineer is sent out to fix in a timeframe that coincides with the service level agreement

Your portal also creates and holds a full engineering report which can be run monthly, quarterly, or yearly.

The report will take you through each stage of every claim and the outcome.

Your Tailored & Trusted Partner

When you look for an IT Support Contract, you want a company that can meet all your requirements while maintaining a 100% white-label service.

Ikonic believes in building long-term relationships. We take time to understand your business, the type of customers you have, your business objectives and what you are looking to achieve. All businesses are different and there isn't a one size fits all. Our flexible and responsive approach allows us to listen to our customers and the needs of your clients and tailor a working IT solution that suits everyone.

Ikonic is already providing support contracts to a variety of markets including finance, legal, construction, hospitality, aviation, government and leisure.

We have the experience to give your customers the support they need, when they need it.



White-label support for end-user computing (EUC) devices.

EUC devices can include laptops, desktops, tablets and mobile phones.

With Ikonic's support service you get:

- **Swift Replacement**
Following an initial remote diagnosis, we'll dispatch a replacement device via courier the very next working day, minimising any disruption to your client's operations.
- **Effortless Process**
Our streamlined process ensures hassle-free device replacement. Simply report the issue, and we'll take care of the rest, from collection to return at our engineering site.
- **Comprehensive Coverage**
We offer accidental damage protection to safeguard any devices against unforeseen mishaps, providing you with peace of mind.
- **Global Support**
Benefit from our multi-vendor support SLAs, ensuring consistent service quality wherever their business operates. Our fully white-label solution allows you to maintain brand consistency while accessing our comprehensive support network.

- **Convenient Access**
Enjoy access to our online contract management portal, offering detailed engineering reports and seamless ticket logging functionality for enhanced convenience and transparency.

**What are you waiting for?
Make the call and talk to
Ikonic today.**

When you work with us you will get:

- Certified and security checked field engineers
- Vendor independent support
- Guaranteed fix
- Comprehensive spares infrastructure
- Global coverage
- Rapid response times

Request a Quote



+44 (0)1706 360 000



info@ikonic.com





Manufacturer-authorised post-warranty support across 160+ countries, without the need for local registration.

- Global post-warranty support is getting harder to secure. More and more manufacturers now restrict support to local, in-country procurement only.

If your business doesn't have a registered entity abroad, you're likely hitting roadblocks.

We're hearing the same challenges across the channel:

- 1. Inability to renew support on international kit
- 2. Fragmented supplier and billing chains
- 3. Inconsistent service for your end customers

We provide manufacturer-authorised post-warranty support across 160+ countries, without the need for local registration.

With Ikonic, you get:

- A single global contract – one quote, one invoice
- Multi-currency billing (GBP, EUR, USD, etc.)
- Consistent SLAs and commercial terms
- Support for both current and legacy infrastructure
- Backed by leading manufacturers like HPE, Dell, Lenovo, Cisco, IBM, & more

If you're looking to streamline global support and keep your service consistent worldwide, reach out to us to discuss your SLA options with our specialists.

Request a Quote



+44 (0)1706 360 000



info@ikonic.com

Choose Your IT Support Package

Why pay for what you don't need, or accept a package that doesn't meet your exact requirements? Ikonik are pleased to offer a range of IT Support Contracts to meet the needs of you and your clients.

If a package below doesn't fit your needs, then simply choose the response time that best suits your client's requirements and **we will build it into your own bespoke IT Support package.**

Service Level Agreement 24/7 4hr On-site Response

Call Window

7 days a week, 24 hours a day, including business holidays

Coverage Window

7 days a week, 8 hours a day, including business holidays

Response Window

Within 4 hours of the incident acknowledgement

Parts

Parts to facilitate the repair are included but are not guaranteed within the response window

Example

A call logged at 02:00 on a Sunday will have a Field Engineer onsite no later than 06:00 the same day if required by the customer*

Service Level Agreement 8x5x4hr On-site Response

Call Window

7 days a week, 24 hours a day, including business holidays

Coverage Window

5 days a week, 8 hours a day, excluding business holidays

Response Window

Within 4 hours of the incident acknowledgement

Parts

Parts to facilitate the repair are included but are not guaranteed within the response window

Example

A call logged at 10:00 will have a Field Engineer onsite no later than 14:00 the same working day if required by the customer*

Service Level Agreement 8x5xNBD On-site Response

Call Window

7 days a week, 24 hours a day, excluding business holidays

Coverage Window

5 days a week, 8 hours a day, excluding business holidays

Response Window

Within the next business day of the incident acknowledgement

Parts

Parts to facilitate the repair are included but are not guaranteed within the response window

Example

A call logged at 14:00 will have a Field Engineer onsite no later than 17:00 the next business day if required by the customer*

Service Level Agreement
24/7 4hr Fix

Call Window

7 days a week, 24 hours a day, including business holidays

Coverage Window

7 days a week, 8 hours a day, including business holidays

Response Window

Within 4hrs of the incident acknowledgement

Parts

Parts to facilitate the repair are included and guaranteed within the resolution window

Example

A call logged at 13:00 will have a Field Engineer resolve the incident no later than 17:00 the same business day if required by the customer*

Service Level Agreement
4hr Fix

Call Window

7 days a week, 24 hours a day, including business holidays

Coverage Window

5 days a week, 8 hours a day, excluding business holidays

Response Window

Within 4hrs of the incident acknowledgement

Parts

Parts to facilitate the repair are included and guaranteed within the resolution window

Example

A call logged at 10:00 will have a Field Engineer resolve the incident no later than 14:00 the same day if required by the customer*

Service Level Agreement
NBD Fix

Call Window

7 days a week, 24 hours a day, including business holidays

Coverage Window

5 days a week, 8 hours a day, excluding business holidays

Response Window

Within the next business day of the incident acknowledgement

Parts

Parts to facilitate the repair are included and guaranteed within the resolution window

Example

A call logged at 15:00 will have a Field Engineer resolve the incident no later than 17:00 the next business day if required by the customer*

Bespoke Packages Available

Key exclusions

1. OS, Firmware upgrades or downgrades unless otherwise stated in the quotation.
2. End-user must have valid rights and license for operating systems software of systems placed under Ikonic support and is responsible for maintaining a proper accessible backup of such entitled products.
3. Consumables are excluded unless stated on the quote, including but not limited to items such as; metal frames or panels, chassis, doors, keys, key locks, screws, nuts, sliding bars, hinges, media (tapes), filters, batteries and anything with the predefined date of expiration. This is not an exhaustive list, but the majority is covered here.
4. SSDs are excluded from support unless specified otherwise.
5. Equipment damaged by acts of God or power outages.
6. 3rd party software support of any kind.
7. Power cords, network communication cords, cables or any other external cords or cables are NOT covered
8. Only assets listed on the Ikonic quotation and accepted on the contract are covered. Ikonic will not support infrastructure equipment unless it is included in the contract. Please specify in the quote for additional cover to be included on the contract for equipment including but not limited to servers, UPS, accessories, routers, switches, network equipment, power supplies, cooling systems, and any other peripherals.
9. Equipment damaged by routine maintenance or physical abuse.

*Customers have the right to defer to a more convenient time based solely at their discretion.

Contact us:
Ikonic Technology Limited
P16, Heywood Distribution Park
Pilsworth Road
Heywood
Greater Manchester

Tel: +44 (0)1706 360 000
Email: info@ikonic.com
Web: ikonic.com



ikonic[®]

The Technology Distributors