



# **XMA Break-Fix Service:** Your Partner in Extending Hardware Lifespan & Optimising IT Budgets





# Today's IT landscape is a tough one to navigate:



**Vendor Lock-In:** Expensive support contracts for aging equipment that still functions perfectly well.



**End-of-Life Notices:** OEMs discontinuing support, forcing costly upgrades.



**Sustainability Concerns:** Prematurely replacing equipment contributes to e-waste.



## XMA's Solution:

**XMA's Break-Fix Service** is designed to help you overcome these challenges and take control of your IT infrastructure:

### Key Benefits:



**Dramatically Reduce Costs:** Our third-party maintenance typically saves 50% or more compared to OEM contracts. Reclaim your budget for strategic initiatives.



**Maximise Hardware Lifespan:** Don't be held hostage by arbitrary end-of-life dates. We specialise in keeping your equipment running smoothly well beyond the manufacturer's timeline.



**Expert Guidance, Not Sales Pressure:** Our specialists provide unbiased advice on the best support options for your specific needs, whether that's vendor or third-party.



**Global Reach, Local Expertise:** We have a network of highly trained engineers strategically located to deliver prompt on-site repairs.





# All SLA's include:

- Return to service within defined SLA
- Parts to site
- Escalation
- All parts used, travel and labour costs are fully inclusive
- No access to software and firmware updates (with the exception of XMA Cisco Services).



SLA	Description	Onsite Engineer
24x7x365 4hr Fix	Engineer to arrive onsite with parts and to restore the service within 4 hours of the call being logged.	Y
24x7x365 4hrs Advanced Replacement	Parts only, 4 hours response – parts to arrive within 4 hours of a call being logged.	
24x7x365 4hr Response	Engineer to arrive onsite within 4 hours of the call being logged (Parts included, but not necessarily within the 4 hours).	Y
8x5x4 4hr Fix	Engineer to arrive onsite with parts and to restore the service within 4 business hours of the call being logged.	Y
8x5x4 Advanced Replacement	Parts only, 4 hours response – parts to arrive within 4 business hours of a call being logged.	
8x5x4 4hr Response	Engineer to arrive onsite within 4 business hours of the call being logged. (Parts included, but not necessarily within the 4 hours).	Y
Mon-Fri 9-5 NBDF (next business day fix)	Engineer to arrive onsite with parts and to restore the service NBD of the call being logged.	Y
8x5xNBD Advanced Replacement	Parts only, NBD response – parts to arrive before the end of the next business day from the call being logged.	
Mon-Fri 9-5 NBD Response (next business day response)	Engineer to arrive onsite before the end of the next business day after the call being logged, parts included, but not necessarily for the next business day.	Y

# Optional Enhancements:

- **Gold Stock Solutions:** Critical spare parts stored at your location for lightning-fast repairs
- **Media Retention:** Maintain complete control over sensitive data on replaced hard drives.



## XMA's Public Sector Compliance:

XMA is proud to be on all major frameworks within the public sector, ensuring we meet the stringent requirements of:

- **Education**
- **Government**
- **Healthcare**
- **Defence**
- **Blue Light Services**

We understand the unique needs of these sectors and provide compliant, reliable break-fix solutions that you can trust.



## XMA CSSP (Cisco Services Partner Programme)

XMA has a long history of working in clients to successfully deliver Cisco maintenance services in the public sector and corporate marketplace.

Through this partnership we will facilitate a single point of contact for all required services from hard-ware replacement, software access or administration. Additionally, all Cisco Bug Fixes and TAC calls are managed through the same support team who will take full ownership of call logging, tracking and communication through to call closure.

## Who We Serve:

- **Enterprises of All Sizes:** From small businesses to large corporations.
- **Public Sector Organisations:** Compliant solutions for education, government, healthcare, defence, and blue light services.
- **Any organisation seeking cost-effective IT maintenance.**

## Ready to Take the Next Step?

**Contact your XMA Account Manager** or visit our website at [www.xma.co.uk](http://www.xma.co.uk) for a free consultation. Let us show you how our break-fix service can streamline your IT maintenance strategy.

**XMA: Your Partner in Extending Hardware Lifespan, Reducing Costs, and Empowering Your IT Team**

**CONTACT US**





# Why XMA?



## Homegrown

We are a private, family run UK-based business.



## Award-winning

We are a national award-winning IT reseller.



## Public sector approved

We hold status on 25+ procurement frameworks.

[VIEW OUR FRAMEWORKS](#)



## Right-sized

We can provide and tailor service solutions for any size project, while maintaining a personal experience for every customer.



## Established

We have served thousands of customers over 35+ years in business.



## Partner accredited

We have an unrivalled partner accreditation portfolio that means customers have access to best-in-class solutions, always.

With XMA's outcomes-focused philosophy we can make sure that every solution you implement is in alignment with your organisation's goals, and that you have the support you need at every stage of the process.

For more information about how we can **help you achieve your goals**

[CONTACT US](#)

[www.xma.co.uk](http://www.xma.co.uk)

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