

OLYMPIC Support Europe

Olympic Support is growing its channel partnership network and IT maintenance provision across the UK & Ireland and mainland Europe. All Olympic Support services are delivered through a single-point-of-contact utilising the comprehensive range of skills and resources contained within two dedicated 24x7 service centres.

Olympic Support is committed to making our channel partner support services more competitive with enterprises and organisations across Europe

Spares Locations

Olympic Support has a number of strategic spares depots across the UK & Ireland and Europe. The selection of where spares are held for each contract is calculated on the location of maintained sites and the specific time frame of the SLA.

Spares Policy

Olympic Support spare-up for each individual contract so our engineers always arrive on site with the spares required. We only carry Original Equipment Vendor parts that are fully supported and recognised by the OEM. Each component is tested before being placed in to a spares location, and where possible before they are taken to the customer site by the engineer.

Spares Testing

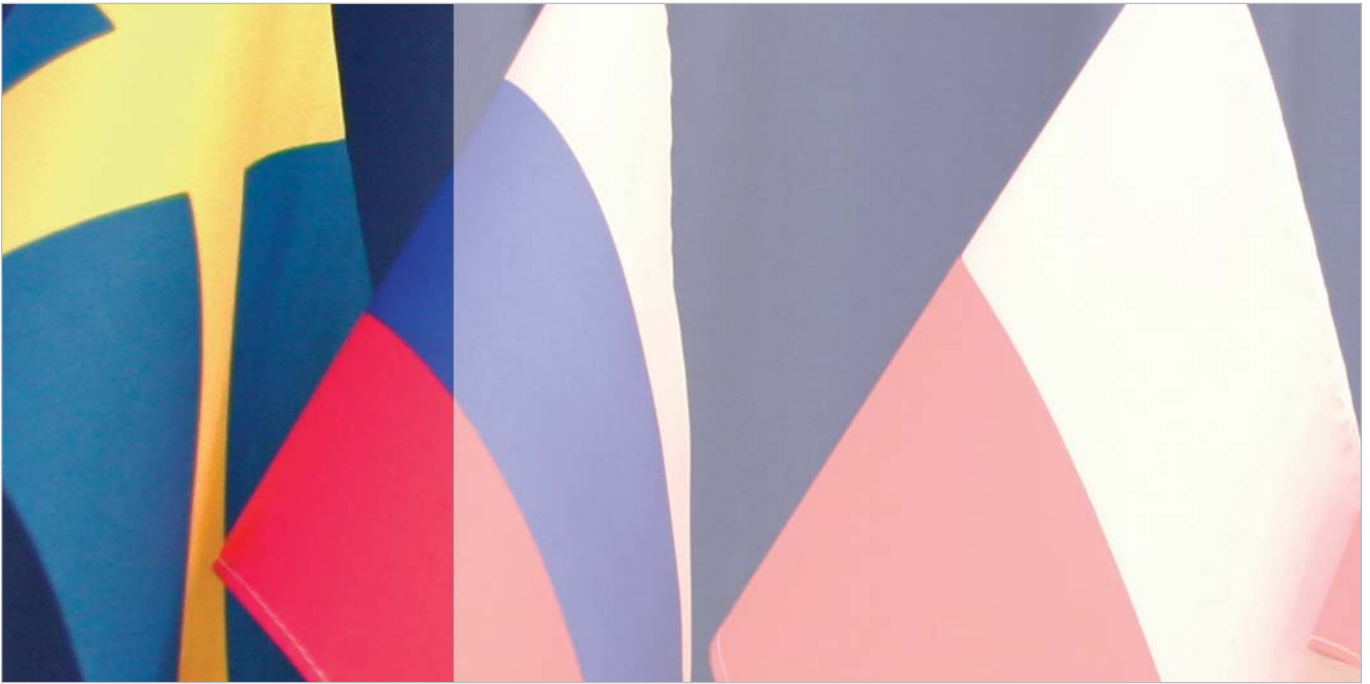
All spares that Olympic Support purchases are fully 'soak' tested prior to being stored at one of our spares locations to ensure that we minimise any DOA. Also where possible all spares are tested prior to leaving a spares location for a customer's site.

Investing in the future

Olympic Support maintains a substantial on-going investment in training and accreditation of its engineers in order to future proof it's independent multi-vendor support provision. Olympic Support is committed to delivering the highest standards that your end users expect and to providing unrivalled levels of service and support in order to minimise downtime and increase both user and overall operational efficiency.

"We have it covered"





Olympic Support have IT covered across Europe:

- UK & Ireland and Europe coverage
- A single point of contact for all related incidents
- Guaranteed responses and fixes within defined SLA's
- Access to over 50,000 spares at locations across the UK & Ireland and Europe
- Spares built up from over two decades of experience are held at our Service and Operations Centre and designated service depots
- Over 40 field based skilled and accredited engineers backed up by specialist industry hardware and software organisations
- Two 24x7 - Support Desks
- Supportal - online remote customer access call logging and contract management on-line facility
- Service delivery management
- Remote Monitoring Alerts and on-site trouble shooting services



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Olympic Support is a brand name of Exquip Network Services Ltd