

**16%**  
**90%**

of companies are planning to change their IT support contract this year<sup>1</sup>

of companies would benefit if they did<sup>1</sup>

10%  
96%

of IT companies offer 24x7 support in-house<sup>2</sup>

of companies don't have working hours of 9 to 5<sup>3</sup>

**It's a real contradiction.** Most organisations work outside normal office hours but most IT contracts don't. Few IT support companies have the size or infrastructure to provide 24x7 IT support, so customers have to manage with IT contracts that don't cover their entire working pattern. With Servo, 24x7 IT support comes as standard.

For an immediate indication as to how good your existing contract is on price, service and support go here



Is your IT support up to the mark?

See for yourself at [putittothetest.net](http://putittothetest.net)


80%  
80%

of IT support issues aren't related to hardware<sup>4</sup>

of IT support contracts are designed to support products, not people<sup>5</sup>

**It's a real contradiction.** Most IT support needs to be focused on users not products, yet few IT support companies have the required number of engineers or service desk sophistication to deliver required SLAs. With Servo, you'll never run out of support capacity, especially at the desks of your users.

For an immediate indication as to how good your existing contract is on price, service and support go here




30%  
43%

of organisations believe improving customer service is their top priority<sup>6</sup>

of end user calls to service desks are the first indication of a problem<sup>6</sup>

**It's a real contradiction.** Organisations want to prevent problems before they occur but too few IT support contracts have the support of a remote monitoring service with sufficient bandwidth to proactively spot potential problems before they become an issue. With Servo, remote monitoring means remote monitoring – not just a connection to your server.

For an immediate indication as to how good your existing contract is on price, service and support go here




75%  
1%

of users in organisations will work remotely at times within 3 years<sup>7</sup>

of IT support companies cover all parts of the country, all times of the day<sup>8</sup>

**It's a real contradiction.** Organisations need their people to work from home, at client sites or on the road. Yet few IT support companies have the infrastructure to support users at any place other than nominated locations. With over 1,000 field engineers and offices throughout the UK, you can work where you like and Servo will support you.

For an immediate indication as to how good your existing contract is on price, service and support go here




36%  
80%

of support calls are made outside office hours<sup>9</sup>

of IT support contracts require them to be made 9-5<sup>10</sup>

**It's a real contradiction.** IT problems don't follow a schedule or appreciate time constraints, yet most IT support companies can't afford to be available around the clock. Servo is different, having invested heavily in an extensive, 24x7 support infrastructure that's designed to let you operate without unnecessary constraints.

For an immediate indication as to how good your existing contract is on price, service and support go here



Unusually for an IT company, we don't think that everyone needs to change their support contract. However, we do think that everyone should know how their service compares to others in terms of cost, service levels and performance.

**That's why we've set-up an obligation free website called [putittothetest.net](http://putittothetest.net). Visit the site, answer a few questions and you'll receive an immediate indication of whether your existing contract is:**

- **Good, average or poor value**
- **Good, average or poor on service**
- **Good, average or poor in terms of inclusive support**

The ratings are drawn from Servo's knowledge of 1,000s of individual IT contracts and 100's of individual IT businesses. Importantly these ratings provide a genuine and honest guide for you – if you're getting great value and service in comparison to others, we'll confirm it. If your service could be better on any front we'll do the same. The information is yours to use as you see fit and there's no obligation to speak to Servo or register any details. And remember, because Servo is one of the biggest IT companies in the UK, you can trust in our knowledge.

Finally, please remember that Servo is always here to help. Should you have any questions, please contact our enquiry line on **0844 863 3000**. As one of the biggest in the business, you can talk to us knowing there's no pressured sell, we're here for the long game.

1 According to Servo 2009 Market Analysis • 2 According to Servo Competitor Analysis • 3 Survey by ACAS and the DTI: 2006  
4 IDC Research Report: October 2007 • 5 According to Servo 2009 Market Analysis • 6 IDC Research Report: October 2007  
7 Gartner Dataquest, "Dataquest Insight: Teleworking, The Quiet Revolution," May 2007 • 8 According to Servo Competitor Analysis  
9 According to Servo 2009 Service Desk Statistics • 10 According to Servo Competitor Analysis

The Servo logo features the word "Servo" in a white, sans-serif font. The letters "S", "e", and "o" are connected. Below the text, there are three horizontal bars of varying lengths: a long white bar under "S", a shorter white bar under "e", and a shorter orange bar under "o".