OUR THIRD PARTY MAINTENANCE SERVICES

RESTYLE

SYSTEMS

RETHINK YOUR APPROACH TO IT

INTRODUCING RESTYLE SYSTEMS...

Reuse. Refresh. Restyle your IT estate

Restyle Systems offers premium Network, Server and Storage Infrastructure services that give you full control over the lifecycle of your IT estate. As a result, you're able to stretch your budget, enjoy greater flexibility on upgrade timescales, and meet the sustainability challenge by extending the life of your assets.

We're independent of the OEMs and proud of it. Meaning you benefit from solutions that are designed to suit you – not the manufacturer.

Ultimately, what we do is great for you.

And better for our environment.

LET YOUR I.T LIVE LONGER

We provide flexible Third-Party Maintenance that is independent of the Original Equipment Manufacturer.

Our network, server and storage maintenance covers all leading manufacturers as well as legacy and niche End-of-Service systems. Benefit from multi-vendor support with tailored SLAs, including for hardware that is under warranty.

WHY PARTNER WITH US FOR TPM?

Our 24x7 Third-Party Maintenance service is designed to free up your budgets while extending the lifetime of your assets.

You'll make significant savings by deferring CapEx and minimising OpEx while maintaining the integrity of your infrastructure.

And because we're independent you'll be free from expensive OEM contracts and in greater control of your upgrade timescales.

WHAT WE DO

Restyle Systems specialises in providing comprehensive Third-Party Maintenance services. Our combined expertise covers a broad spectrum of Network Hardware, Server and Storage maintenance, ranging from Tier 1 manufacturers through to obscure End-of-Service-Life legacy systems and niche Tier 2 vendors. Our hugely experienced team of Triage and Field Engineers is highly skilled at diagnosing complicated faults and works closely with our 24x7 service-desk to ensure issues are resolved within agreed SLAs.
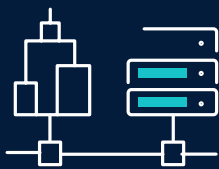
NETWORK

Our networking maintenance expertise is unique in the marketplace. The team's vast in-house skills allow us to support a comprehensive list of Cisco, Dell and HPE products while we have also cultivated unique relationships with selected 3rd-line triage specialists. This enables us to deliver maintenance services on a range of Tier-2 networking OEMs.

SERVER

Our Server portfolio ranges from single-processor Wintel based systems through to larger enterprise level multi-processor solutions. Technologies supported include RISC, Unix, as well as the more familiar x86 platforms. Engineers in both the field and triage teams are available around the clock to diagnose faults and pinpoint any issues.

STORAGE

Data Storage maintenance services are available for both Tape and Hard Drive based solutions. Capability in Tape ranges from single drives through to large multi-drive libraries. Meanwhile, Hard Drive systems support is available for lower-end NAS based solutions through to full enterprise systems from the industry's leading Tier 1 manufacturers.

WHAT YOU CAN EXPECT

We provide fast and reliable Third-Party Maintenance and support that's independent of the OEM.

- **24x7 technical support.**
- **Hardware replacement with a full suite of SLAs available.**
- **Complete lifecycle management.**

Available throughout Europe, covering all networking, server and storage platforms for your Data Centre and Enterprise IT.

SERVICE DELIVERY

Our experienced team of Field Service Engineers enables us to reach most locations throughout the UK and Europe within a 4-hour window. Spare parts are held in strategically located in nationwide FSLs (Forward Stocking Locations) to ensure that calls are completed within contracted timeframes. The Field Engineering team is supported by senior product specialists who are on hand 24x7 to assist with any technical escalations that may occur.

SERVICE DESK

Service affecting incidents can be logged via phone, email and through our web portal 24x7, with a dedicated TPM service-desk team always on hand to progress tickets and provide regular updates. Using our bespoke trackacall ticket management system we are able to efficiently manage calls, parts and engineers to ensure that service levels are met to full customer satisfaction. Customers can also track the progress of tickets 24x7 via our trackacall web portal.

PROTECT WHAT MATTERS MOST WITH MAINTENANCE THAT'S BUILT AROUND YOU

Our expertise spans all major network, server and storage manufacturers. This includes IBM, Sun Oracle, Dell, Cisco, HPE, Arista, Juniper, Net App, Hitachi and more.

We support switches, routers, access points and security, complicated legacy services, industry standard (x86) and storage arrays in large and small data centres or corporate premises.

Our SLA agreements are tailored to your exact needs. Benefit from flexible, multi-vendor contract lengths that can replace or supplement your existing terms.

We can also replace any failing end-of-life hardware with cost-effective refurbished equipment.

BENEFITS TO YOU

ESCAPE FROM OEM TIES

Let us take care of the end-to-end asset recovery process. From audit and identification to decommission, destruction and ethical disposal.

SOLVE YOUR BUDGET CHALLENGE

Defer CapEx and reduce OpEx with Third Party Maintenance that is significantly more cost-effective than support provided by the OEMs. And use your savings to invest in core services.

MAINTAIN A NETWORK ON YOUR TERMS

Maintain hardware that's no longer supported by the manufacturer, but still fit for purpose. End-of-Support and End-of-Life doesn't have to impact your business or dictate upgrade timelines.

SUSTAINABLE SOLUTION

Maintaining and purchasing new surplus and refurbished equipment enhances your sustainability credentials and contributes to a circular economy. Let your IT live longer instead of being forced into unnecessary upgrades.

GLOBAL FINANCE HOUSE
SIGNIFICANTLY CUTS CAPEX

THE CHALLENGE

A global financial services & bank holding was facing some tricky decisions prior to pulling out of a European data centre. Their network estate was about to enter an End-of-Support (EoS) stage. And with an OEM upgrade totalling £1.2M and OEM maintenance costs £100,000 per year, a more effective short-term solution had to be found.

THE SOLUTION

Rather than upgrade, they migrated to our 24x7x4 Third-Party Maintenance service for the remaining one-year period. Our solution meant no CapEX to cover a short-term requirement alongside reduced OpEx by continuing to use existing hardware that was supported via our cost-friendly TPM service.

TAILORED TPM SECURES OPEX SAVINGS FOR IT ORGANISATION

THE CHALLENGE

An IT services organisation found itself in a bind when its server and storage estate was about to reach the end of its support cycle. There was no business driver to upgrade or continue with the OEM's direct support service. Meaning an alternative solution was needed.

THE SOLUTION

To prevent the business from being tied down by OEM timescales, we stepped in to provide tailored Third-Party Maintenance. This involved migrating to a variety of Service Level Agreements (SLAs), depending on the criticality of specific areas of the estate. As a result, the customer secured significant OpEx savings with the added bonus of no CapEX.

INDEPENDENCE THAT
SETS YOU FREE

The IT procurement market is changing. Because IT leaders have discovered there's a better way to meet today's challenges. A reputable, independent way that won't leave you reliant on the traditional reseller channel or tied down and feeling trapped by the OEMs.

Our combined services provide a one-stop solution to the key issues we consistently encounter. Think of us as the second-string that every organisation needs on its side. Always working in your interests and setting the benchmark for quality and reliability within the independent channel.

BEING INDEPENDENT ENABLES US TO PROVIDE 1 SOLUTION TO THESE 5 COMMON PROBLEMS:

1

HIGH HARDWARE COSTS

2

MEETING SUSTAINABILITY TARGETS

3

REDUCING LONG LEAD TIMES

4

END OF SALE & END OF LIFE HEADACHES

5

CONCERNS ABOUT QUALITY & TESTING

80%

OF TOTAL IT COSTS OCCUR AFTER THE INITIAL PURCHASE

GARTNER INC.

PLUGGING THE GAPS IN THE TRADITIONAL IT SUPPLY CHAIN

NETWORK, SERVER & STORAGE HARDWARE

Get access to refurbished and new surplus hardware that is on long-lead times, or now discontinued by the OEM.

THIRD-PARTY MAINTENANCE (TPM)

Protect what matters most. We provide maintenance of network, storage and server hardware on equipment that's no longer supported by the manufacturer.

ASSET RECOVERY

Great for you and better for our environment. Resale and reuse redundant assets with total peace of mind.

PROFESSIONAL SERVICES

We work as an extension of your team. From Smart Hands to Secure Data Destruction and IT Relocation, simply select the support services that match your current requirements.

Get in touch today to find out how our solutions can provide you with security, cost-savings and enhance your sustainability credentials.

+44 (0) 1344 578 700
sales@restylesystems.com
www.restylesystems.com

RESTYLE
SYSTEMS

Unit 3, Waterside Business Park,
Bracknell, RG12 1RB

Qualitas Veritas
ISO 9001-2015

Qualitas Veritas
ISO 14001-2015

Environment Agency
Registered Waste Carrier

Restyle Systems is an ISO 9001 & ISO14001 accredited company, providing full IT Hardware Lifecycle Services that contribute to a circular economy.