STACK GROUP - WRAPPER SUPPORT

RESOLVE PROBLEMS FASTER

GAIN EXPERT ADVICE

SINGLE POINT OF CONTACT

VALUE FOR MONEY

Virtually every IT solution involves multiple technologies and vendors. This means that when an issue arises it can be difficult to identify exactly what support you need and from whom.

Wrapper Support from Stack Group is a complete peace of mind solution, which combines your critical system warranties into one unified support service. Our detailed knowledge of interactions between technologies means we can identify problems quickly and provide more exact information to the vendor.

In addition to this, we can extend our support in order to bridge the gap between the responsibilities of the different vendors and we offer warranty extensions when vendor cover ceases.

Features and Benefits

- A single point of contact for your support needs.
- Save time and manpower contacting vendors for support.
- Our expertise ensures that we identify and attribute a problem to a single device or vendor.
- Customised support plans are tailored to your business.
- We have established relationships with organisations such as VMware, Dell EMC and Cisco.

Note:

Our wrapper support service covers all equipment installed at the inception of the agreement and maintenance of the status of that equipment at that time. Any additions or changes requested after the start of the agreement will be charged at our hourly rate.

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