



**A DEALER ONLY  
NATIONWIDE SERVICE**

**simplysupport**

# A dealer only nationwide service ensures confidence, security and efficiencies in all your support services

SimplySupport provides:

- Quality of service delivery
- Improved device uptime availability
- Increased operational efficiency
- Reduced costs

Data Direct has partnered with a service-only organisation to provide front-line service support for dealer customers:

- Nationwide service support for all major OEM products
- Passionate and agile alternative to manufacturer outsourced service
- Truly independent service provider – serving dealers only and no direct end-user customers
- Competitive rates in line with OEM charges
- Simple and transparent service call process
- Nationwide spares locations, overnight delivery via ByBox solution
- Project Managed pdi, delivery and networked installations
- Full back office service functions for new start-ups and sales-only dealers
- Triage and call avoidance offering



# simplysupport

## A selection of features & services available



Project managed pdi, delivery and networking installations, project managed solutions, installation and support



Triage and call avoidance offering



Quarterly MI reporting on all service activity



Fully vendor agnostic capability



SimplySupport can achieve any Service Level Agreement (SLA) that you require, including 24/7 coverage 365 days per year with a 4 hour response time via our Service Desk; please call us for specific pricing



SimplySupport engineers are constantly updating their skills with manufacturer led training to ensure we are able to meet changing needs and new technologies



Nationwide spares locations, overnight spares delivery nationwide via ByBox solution



Large network of skilled and accredited field based engineers providing a specialist repair service



Remote and onsite trouble shooting services



ISO 9001 certified



Fully protected by Professional Indemnity Insurance



Service Delivery Management



Guaranteed response within defined service level agreement





## Frequently Asked Questions

**Is this carried out by Data Direct?**

This is done by a Nationwide service provider who we have partnered with.

**How do we place service calls?**

Using either an email template or directly via the service portal which gives full transparency of the call through to completion.

**How quickly do we get call closure details?**

Instantly via the portal as the call is completed. If the call is sent by email, within 24 hours of completion, any parts required or down machines are flagged immediately to dealer.

**How do we pay for calls?**

In the main on a cost per call (T&M) or if requested cost per page price agreed.

**Are the engineers trained?**

Although the engineers are independent and self-employed, they are trained and experienced on the products they work on.

**How do you guarantee quality of service calls?**

Each engineer works to an agreed minimum call process.

**What do you do about any spare parts required?**

The dealer can either send out to client for fitment or we can order necessary parts and complete the call.

**Is there a guaranteed response time?**

On average this is within 8 hours and calls placed in the morning are usually attended same day.

**Do engineers attend saying they are from respective dealer?**

Yes absolutely.

**What about my client confidentiality?**

Engineers sign an NDA covering all aspects of dealer confidentiality and call process. Dealer NDA also available between both parties.



## **Contact Us**

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