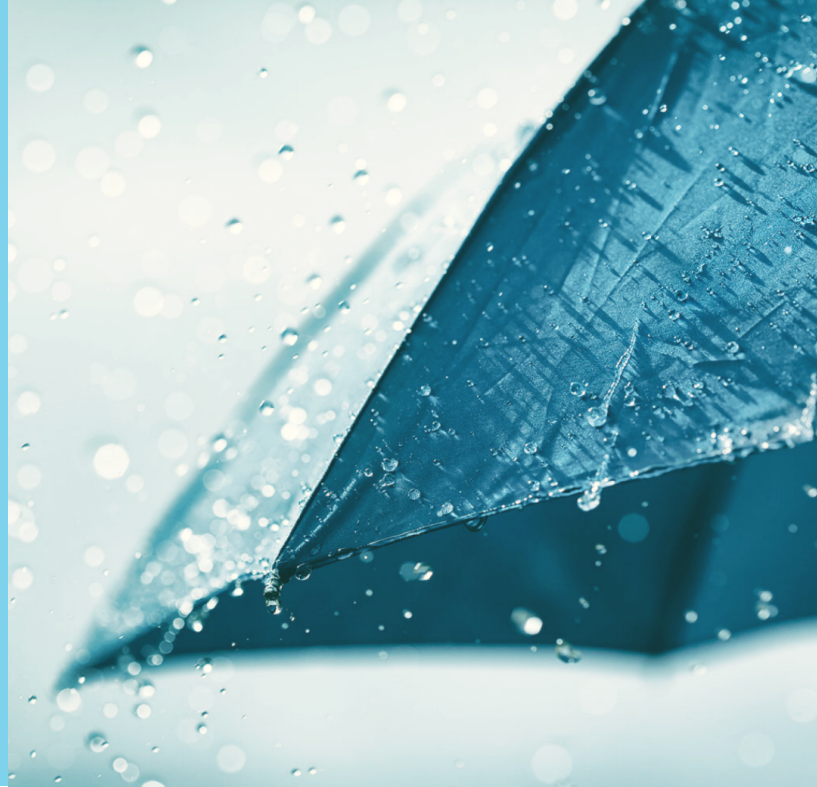


# RecartaOne Managed



The “RecartaOne Managed” offering provides a total support agreement for both hardware and software services.



“RecartaOne Managed” takes away the pain and resource of call placement by utilizing the Recarta Service Desk to register the call on your behalf, as well as ensuring a steady call progression through to call closure. The Recarta Service Desk will not only place the support call on your behalf, they will track and monitor the call ensuring the SLA is adhered to along with generating any escalations on your behalf to ensure a satisfactory call closure.

The “RecartaOne Managed” offering also enables you to use a single call placement facility for those contracts which have been placed with Recarta. This enables your support team to worry less about which support is allocated to which vendor, this takes away the worry over the direct number to call, which contract ID, what SLA etc... All of this is handled by our Service Desk on your behalf.

In essence the “RecartaOne Managed” is an integrated end-to-end support offering that can cover your entire IT infrastructure with a single point of contact and resolution.



## Single point of contact

Single point of contact across all your IT vendors.



## Single support contract

Across your entire IT infrastructure. One renewal date a year to manage



## Preferential pricing

Enjoy reseller discounts compared to direct, end user support contracts.



## Reduce TCO

Improve support efficiency by providing faster resolution of support issues at the same time reducing overall support TCO.

For information

0844 800 7821  
[www.recarta.co.uk](http://www.recarta.co.uk)