



## Fast, Flexible Maintenance Services for Your Critical IT Hardware

When IT hardware fails, every minute of downtime can disrupt operations, impact revenue, and frustrate end users. TIEVA's Break-Fix Support ensures that your critical IT infrastructure - whether servers, end-user devices, or network equipment - is quickly restored, helping you stay focused on business priorities.

We offer both managed break-fix services as part of a contract and on-demand emergency support for those who need rapid assistance without a long-term commitment.

### Why Choose TIEVA?

#### 24x7x365 Support with Industry-Leading SLAs

- 98.4% SLA – ensuring fast, reliable issue resolution.
- UK-based 24/7 helpdesk and expert field engineers available nationwide.

#### Multi-Tech, Multi-Vendor Expertise

- Support for all major IT hardware vendors, including servers, storage, networking, AV, and end-user devices.
- Single provider to simplify multi-vendor estates, reducing complexity and costs.

#### Global Spares Inventory for Fast Resolution

- Intelligent planning ensures critical spare parts are stored near customer locations.
- Reducing wait times for repairs and minimising business disruption.

#### Sustainability & Cost Efficiency

- Extend the life of your IT assets with expert maintenance and repairs.
- Reduce waste and avoid unnecessary hardware replacements.

want to know more?

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## How It Works

### Break-Fix Support as Part of a Managed Service

- Seamless integration with your IT operations.
- Tailored SLAs to match your business needs.
- End-to-end repair and logistics – we handle everything from spare parts to engineering services.

### On-Demand Emergency Support

- No contract needed – pay-as-you-go repair and maintenance services.
- Fast-response engineers available across the UK and internationally.
- Expert diagnostics, repair, and part replacement to get you back online.

## Who Is This For?

### TIEVA's Break-Fix Support is ideal for:

-  IT teams managing multi-vendor environments looking for a single point of support.
-  Businesses without in-house hardware support needing fast emergency repairs.
-  Companies looking to reduce IT maintenance costs while improving reliability.
-  Organisations refreshing or maintaining hardware and needing long-term lifecycle support.

**Let's Talk –  
Get Started  
Today!**

Find out how TIEVA's Break-Fix Support keeps your IT hardware running - minimising downtime and maximising business continuity

**Request a Consultation Today!**  
visit <https://www.tieva.co.uk/contact>

want to know more?