

The exponential increase in wireless connectivity for business-critical services means that Wi-Fi availability is a top priority for clients.

However, the nature of Wi-Fi deployments means that the access points are mounted at high level, often in locations that require specialist access equipment. This makes the effective support a Wi-Fi installation a challenging proposition, requiring specialist partners with the correct access equipment, skills and accredited engineers capable of working at height.

What benefits does ISG's Wi-Fi Break-fix Maintenance Provide?

- ✓ 24x7 4-hour response to site
- ✓ Working at height accredited
- ✓ National Access Equipment Availability
- ✓ Includes cabling Breakfix support
- ✓ Improved first time fix percentage
- ✓ Specialist WiFi & Cabling Engineers
- ✓ Specialist Building Experience
- ✓ Security Cleared Engineers

Business Challenges

Most companies who put an SLA backed support contract in place typically route all calls to their standard engineering resource pool, these engineers are typically technicians who predominantly work within the data cabinet (WAN & LAN) or the desktop environment (PC or UC) and are not equipped with the right equipment, accreditations and training to work at height, not much use when replacing an access point.

Therefore, the engineer arrives at site within the agreed SLA but can't affect a repair, meaning that a second call out is required with a suitably accredited engineer and access equipment delaying the fix and extending the downtime. Not good on mission critical services.

Additionally, the access point may not be faulty, it could be an issue with the cabling from the switch to the access point, if identified this could mean that a cabling engineer is required as a further call out to investigate and fix the issue

The Solution

Outsource your Wi-Fi break-fix support to ISG, our UK wide teams of maintenance engineers are cleared to work at height and trained to repair and replace faulty cabling, coupled with our UK wide hire agreement with a leading provider of high level access equipment we can ensure that faults are rectified in the shortest possible time-frame.

Having five branch office locations across the UK plus strategically located maintenance engineers we offer service level agreements starting from a 4-hour response to site 365 days per year.

Spares holding, and logistics services are managed in-house ensuring that our engineer arrives at site, on time and with the correct spare parts.

Free Infrastructure Support!

We include cabling support free of charge with our Wi-Fi Break-fix service (subject to terms and conditions) which means that whatever the issue our engineers will be able to deliver a rapid repair!

At ISG we don't just support the Wi-Fi and cabling, we offer a full suite of break-fix and managed services across the WAN & LAN through our Total Care suite of products, see our website for more details!

Don't delay.....

Call ISG now to speak to the experts in Wi-Fi and Infrastructure maintenance, we currently support over 30,000 Wi-Fi access points across over 5,000 sites in the UK and over the last 35-years we have experience of installing and supporting solution to a wide variety of building types across most business sectors