



PROCURRI

INDEPENDENT

MAINTENANCE SERVICES



Our proven track record supporting enterprise customers across key industries from both private and public sectors: Telecommunication, Information Technology, Healthcare, Security, Manufacturing, Banking & Finance.

With a strong coverage spanning more than

60

countries

• P R O C U R R I •

is top-of-mind when it comes to sourcing for

maintenance



for heterogeneous environments

providing

a single touchpoint

to drive

efficiency



simplicity

ACROSS YOUR GLOBAL IT OPERATIONS



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Extending the maintenance support for your out-of-warranty and end-of-life IT equipment, **Independent Maintenance Services** delivers a consistent level of service across 60+ countries from a single point of contact.

Underpinned by our SLA-driven framework, our professional technical team and 24x7 global support infrastructure, we offer flexibility to customise solutions and SLAs according to your business needs, while optimising your support coverage and cost savings.

CHANGING THE WAY

THE WORLD BUYS TECHNOLOGY

Resolute promise on quality

Adhering to the highest industry standards, our commitment to service excellence is demonstrated through our operations, methodologies and processes, and is exemplified by our ISO 9001 Quality Management certification*.

**for specific countries*



Efficient labour and parts planning

We employ industry best practices in parts analysis and logistics planning to ensure efficient deployment of labour, cold spares and critical parts onsite; hence minimising delay or system downtime.

Vendor-neutral approach to infrastructure

Supported by our team of product-certified engineers globally, we provide maintenance services, independent of OEMs, for new or end-of-life equipment across all major IT brands.

Comprehensive global support infrastructure

With our global, multilingual 24x7 helpdesk and proven methodologies and processes, we ensure timely escalation, quick turnaround and effective resolution of incidences.





CASE STUDY


Requirements

With more than 20,000 assets worldwide, a leading global telecommunications provider needed a trusted partner that could provide multi-vendor expertise across geographies whilst reducing support costs.

How we bring value

 Supported over 20,000 new and legacy equipment from various brands, including Sun Oracle, IBM, HP and Dell, in heterogeneous environments.

 Achieved cost savings of over 55% off OEM price for the client.

 Provided a consistent level of maintenance service across UK, France, Germany, Italy, the Netherlands & Singapore through multiple SLAs bundled under a single 3-year contract.