

# Stoke on Trent College

## Challenge

Although the manufacturer's standard warranty met the College's repair needs on a group of 91 laptops, to have the required response times would have proved too expensive. A faster than standard response was required to ensure that research work could continue without too long an interruption.



## Solution

Working with our industry partners we produced a bespoke contract that contained all the requirements and fell within the budget.

## Outcome

The College has peace of mind that in the event of an equipment malfunction, the users will be back up and productive within the contract parameters.

