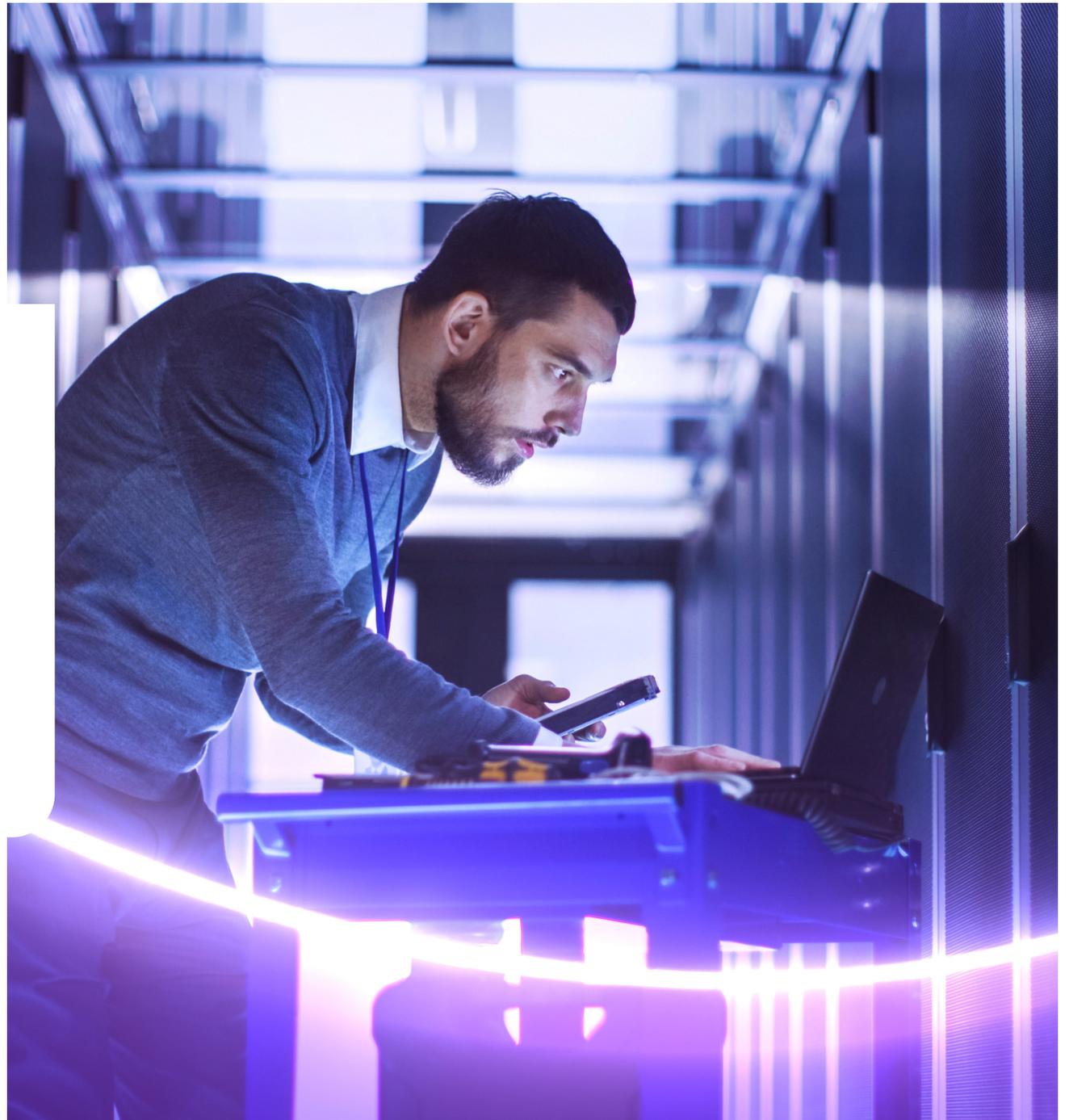




# BT iNcare

Putting your equipment in safe hands

To offer the best connectivity to customers you need hardware that supports it. And to enjoy complete peace of mind, you want to make sure that your equipment is covered. BT iNcare gives you and your customers all the cover you need.



# BT iNcare

## What is BT iNcare?

Connectivity is one thing. We can make sure you're supported by the network the UK relies on. But in order for you to support your customers' networks, they need hardware, such as routers, servers, switches and access points. So while you're managing connectivity traffic, why not enjoy peace of mind knowing that your equipment can be covered in the event of any fault. That means minimal downtime, less stress and the chance to offer a confident, proven service to your customers.

That's where BT iNcare comes in.

It's our equipment maintenance service that covers the needs for your equipment. Whilst BT iNcare specifically covers your Cisco hardware we can also offer you the same peace of mind and support and maintain other kit.

### \*Important to know

The replacement of parts, devices and engineer visits and the timescales to which they're provided are subject to the SLA of the BT iNcare solution you opt for.

### BT iNcare

You can read the BT iNcare Schedule to the General Terms [here](#). Please note, these terms and conditions are correct as of 01/09/2020 and may be subject to change and the General Terms will also apply to your Order. iNcare may be added to additional devices part way through a Contract for an additional charge, but will not be subject to a new minimum period.

### Additional Services

Please note, additional services including other maintenance services will be subject to additional charges, a minimum period of at least 12 months depending on the option you select and separate terms and conditions.

### Offices Worldwide

The services described in this publication are subject to availability and may be modified from time to time. Services and equipment are provided subject to British Telecommunications plc's respective standard conditions of contract. Nothing in this publication forms any part of any contract. © British Telecommunications plc 2020. Registered office: 81 Newgate Street, London EC1A 7AJ. Registered in England No. 1800000.

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If anything goes wrong with the hardware, we'll fix it. If we can't, then you get a replacement.

## Why would you want it?

**You can save money** by locking in multiple years as part of your contract. Payment is upfront, but you can manage your budgets with the choice of paying monthly, quarterly or annually.

**Flexible SLAs** allow you to meet the needs of you and your customers.

Do you want 24x7x365 support? Or will business hours be enough? Do you have a complicated migration exercise where you'll benefit from a proactive Service Delivery Manager to act as your dedicated point of contact? We can offer a 'pick and mix' of contracts across different devices:

- 24x7x2 hour
- 24x7x4 hour

- 10x5x4 hour
- 10x5x next business day.

All you have to do is choose what's right for your business.

**Simplify your contract management** by adding iNcare to more devices mid-way through your contract, with no need to sign up to a new minimum period. Which means you'll have everything under one contract and one renewable date.

**We'll come to you wherever you are** as we have spares locations across the UK. So any replacement could be with you in just a matter of hours\*. And when it comes to fixing or replacing, we have an expert team of hundreds of engineers on standby.

**You can rely on our continuous help** as we support equipment which Cisco doesn't even cover – having come to end of life. With stock across the country, it's a contingency plan in case hardware goes out of support.

## Take the next step

Show your customers that you've got them covered. That with the best hardware and connectivity solutions in place, they won't have to worry about any equipment faults and failures. Because if anything happens, we'll help you to get them back up and running in no time.

## Did you know?

*We can access Cisco's own support and TAC team should we need to. Not all maintenance services will do that.*

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Visit: [btwholesale.com/incare](https://btwholesale.com/incare)

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