



## The J Brand Monthly Technology Update

### Hardware Support for Every Budget....

Many of the leading manufacturers including 3Com, HP, Level One and Extreme Networks offer a “next business day advance hardware replacement” service on their kit, but what if there is no technically competent person available where the failure takes place to undertake the swap-out?

The new J Brand hardware support offering covers all the leading manufacturers and guarantees that an engineer will be on site on the next working day to carry out the configuration and installation of the replacement product for as little as £20.00 per device. This new service is ground breaking in it’s simplicity and low cost. Examples of the pricing are as follows:

- Access Point: £20.00 per device
- Ethernet Switch: £20.00 per device
- Wireless Controller: £20.00 per device

The service is aimed at organisations that have multiple sites and limited IT support, so ideal in education, retail and the financial sectors.

The service can be re-sold as part of an existing maintenance contract to offer support for edge switches that were not previously economically viable to cover.

[Click for more info on the new J Brand Support offering](#)

### Issue 2, February 2008



**All the leading brands of active and wireless kit can be covered including Cisco, Motorola, Extreme, Siemens, D Link, Aruba and Trapeze**

### Newsletter Spotlight

J Brand have over 120 engineers that are spread across the UK, and unlike most delivery organisations, no sub-contract labour is used for any of the service offerings.

In 2007 installation services were carried out across Europe for data, electrical and wireless equipment all using J Brand engineers.

## Cabling Support for “Total Peace of Mind”



**“Over 80 % of network downtime is caused by physical layer issues; largely cabling related, yet no-one offers a cost effective cabling support package. Well not until now....”**

Tim Oldershaw, J Brands  
Technical Director

How many times do parts of networks go down because of a failure at the physical layer? Well, according to the J Brand technical team the statistic is in excess of 80% of network failures are caused by a cabling related fault.

80% of the failures, yet this is the one element of the network that is not covered by any form of on-site support....until now!

The J Brand cabling support package offers a “no quibble” next day fix of any copper or fibre cable at prices to meet even the tightest budget:

- Cat 5/6 cable: £3.95p per cable per annum
- Fibre cable: £3.95p per core per annum

The J Brand cover includes for all labour and any replacement materials (cable, outlet or patch panel); all for only £3.95p per cable or core.

If you already offer maintenance services to your customers, then this new offering can be re-sold to offer a complete package.

[Click here for more info on J Brand’s cabling support](#)

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Questions or comments? E-mail us at [pjordan@jbrand.co.uk](mailto:pjordan@jbrand.co.uk) or call 020 7636 8214