

## Technical Courier

## Secure Courier



echo's Technical Courier Service operate as a virtual field engineering team that works in partnership with our clients to provide an integrated part of the service offering.

Having undertaken the initial diagnosis, you forward the call details to echo's service centre based in Milton Keynes. A Technical Courier and spare part will then be scheduled for dispatch to resolve the issue at the business or residential location.

Working with echo's project team, your engineers create detailed scripts that document all the actions and work practises which echo personnel need to ensure a successful operation.

Working to specific Service Level Agreements, a range of various response times are available from 2, 4, 6, and 8 hour calls or Nextday.

### Technical Courier Services

- Modular Parts Exchange and Replacement
- Hard Drive Replacements
- EPOS Module Exchange
- Printer and Scanner Exchanges
- Software Driver Upgrades
- Laptop Exchange and Data Transfer
- Data Transfer
- Chip and Pin Replacements
- Instructive Module Exchange
- Software Migration and Rollout
- Unpacking and Package Removal
- Equipment Disposal Collection

### Features

- Virtual field engineering team
- Technical onsite intervention
- 2, 4, 6 and 8 hour call to fix
- Replacement and exchange of IT related items and modules
- Data transfer and software upgrades
- Agreed engineering scripts
- Project Management
- 24 hour, 7 day a week Customer Support Centre
- Trace and track utilising PDA technologies

### Benefits

- Virtual dynamic and flexible field engineering force
- Per event costing
- Ensuring the highest utilisation of your engineering personnel
- Capacity planning
- Increased engineer resource for rollout projects
- Project management

## Contact Us

### General Sales

**0845 124 1734**

### Courier Collections

**0845 120 7333**

### Main Switchboard

**0845 124 1700**

### Head Office

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