

**MANAGED  
SERVICES**

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**Onsite Support  
and Maintenance**

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Underpinned by more than 20 years of experience servicing some of Australia's largest government, education and corporate institutions, Acer Managed Services offer end-to-end, tailored solutions that meet your business needs.

For over twenty years, Acer is proud to have all repair services operations handled locally in Australia. We currently have approximately 100 technically trained staff employed in-house at our state-of-the-art Homebush facilities, to ensure rapid resolution and support for your IT equipment.

As a leading technology vendor, Acer has the expertise and resources to offer an innovative alternative to the traditional customer service. Our team are on-hand to walk you through any issue, where in addition to warranty repairs, we also provide onsite technicians to perform a range of desktop, network and server diagnosis, troubleshooting and resolution services.

Acer provides a combination of onsite support, over the phone support and exchange device support to minimise downtime and inconvenience to your business.



## Schedule Site Visits

To accommodate clients who prefer a defined day and time for onsite servicing and repairs, we provide the option to schedule maintenance visits with one of our experienced technicians.

Depending on the size of your fleet and number of standard repair cases logged per week, Acer will work with you to determine the right schedule. Our services will then be carried out at the agreed-upon time and frequency, where our onsite technician will work to diagnose and resolve open cases with minimal impact to the end-user.

## Dedicated Support

For the high service level of support, Acer can provide dedicated resources onsite at your organisation during business hours (Monday to Friday). Our experienced technical experts will be on hand to listen and understand the issue, before being going in to diagnose and provide critical repairs. Our goal is always to restore business operations as quickly as possible and with maximum uptime for the end-customer.



## On-Demand Support

In line with our warranty framework, Acer can provide on-demand expert technical support. From next business day onsite through to an onsite request (attended within 5 business days), we can respond to repair services, such as break/fix, on an as-needed, flexible basis.

We're proud to offer our customers access to a nationwide maintenance support network, comprised of our in-house technical support team and Authorised Service providers for our customers in regional and locations across Australia.

*To find out more about Acer's onsite support and maintenance and wider Managed Services offering, email [aca.pmd@acer.com](mailto:aca.pmd@acer.com) or phone (02) 8762 3000*