



PROMARK WORKFORCE MANAGEMENT

HardwareService



AVOID UNFORESEEN HARDWARE COSTS

As a company, you depend on your IT equipment functioning at all times. However, most products normally come with a limited warranty, which can result in extra costs for repairs if the equipment breaks down after the warranty period has expired.

With Mark Information's HardwareService you can now extend the warranty period to up to 5 years. In this way, you will avoid unforeseen costs for repairs, giving you increased peace of mind and greater predictability with regard to the IT budget.



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EXTENDED WARRANTY

With Mark Information's HardwareService you can now extend the warranty period, thus avoiding unforeseen costs for repairs.

EXTENDED WARRANTY

All hardware from Mark Information is delivered with a standard warranty of 12 months. After that, any repairs are made at current rates.

REPAIRS CARRIED OUT FREE OF CHARGE

When you purchase an agreement on extended hardware service, we cover the costs for repairs* – covering labour costs, spare parts and freight – except from the freight costs incurred for sending the equipment to us.

Our HardwareService agreement covers:

- LAN terminals less than 5 years old
- Card readers and other peripheral equipment less than 3 years old

*The warranty does not cover self-inflicted damage, vandalism or any other damage resulting from a lack of maintenance, cleaning or incorrect use.

REPLACEMENT WITH ADDITIONAL WARRANTY

If the equipment cannot be repaired, we will replace it with equivalent equipment. In this case, you will get a 3-month warranty, starting from the date of replacement, even if the warranty for the defective hardware product has expired.

INCREASED PEACE OF MIND AND GREATER PREDICTABILITY IN THE IT BUDGET

An extended hardware service agreement provides you with a number of benefits:

- Increased peace of mind in your day-to-day operations
- No unforeseen costs for repairs and spare parts
- The hardware service agreement can be purchased both for existing equipment and when you purchase new equipment

With our HardwareService agreement you can optimise your company's investment in ProMark.

SHORTER RESPONSE TIME WITH AN EXTENDED SERVICE LEVEL AGREEMENT

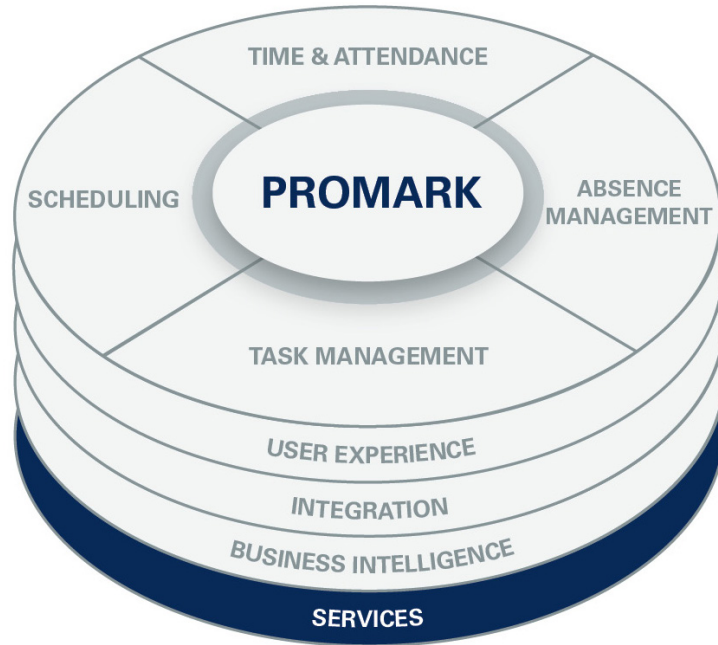
If you require a response time quicker than the normal 5 working days from our receipt of the hardware, you can purchase an extended Service Level Agreement (SLA).

INCREASED PEACE OF MIND NO UNFORESEEN COSTS FLEXIBLE SOLUTION

SHORTER RESPONSE TIME

PROMARK WORKFORCE MANAGEMENT

HardwareService is one of the extended service options we offer in relation to ProMark Workforce Management. With ProMark we help to manage companies' largest and most valuable and strategic resource – the workforce. Contact us at +44 1163 660 655 for more information about all opportunities or have a look at www.mark-info.co.uk.



TIME AND ATTENDANCE

Registration of working hours and deviation reasons validated against collective and local agreements creates the correct payroll basis



ABSENCE MANAGEMENT

Advanced handling of accrual, use and transfer of holiday. Sickness management with distribution on the right accounts and workflows for follow-up and overview



TASK MANAGEMENT

Registration of employee activities (job, project and process) refines ERP data for follow-up on resources and productivity



SCHEDULING

Planning and scheduling for effective use of company resources – even in case of deviations



USER EXPERIENCE

Smartphones, portal and terminals for registration, overview and approvals



INTEGRATION

Standard integration to payroll/HR/ERP ensures exchange of important data



BUSINESS INTELLIGENCE

Reports and analysis of data for measuring absence, productivity and savings



SERVICES

Hotline, private cloud, application management, superuser service and hardware service that ease the daily operation of ProMark

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MARK INFORMATION

Mark Information is an innovative software company offering Workforce Management solutions from offices in Denmark, Sweden, Norway, United Kingdom and Romania. Mark Information's Workforce Management solution ProMark enables customers to optimise productivity and generate savings through scheduling the right resources, at the right time, for the right job and ensures that resources are remunerated correctly in the most effective way. Mark Information services global corporations and has more than 1000 installations and 300,000 users. Read more at www.mark-info.co.uk.

