

Service & support

At Exertis Hammer, we pride ourselves on offering exceptional service, adding value at every stage; helping you – our channel partners – to make the most of your business opportunities. Based on over 25 years' experience, firstly as Hammer and now as Exertis Hammer after became a subsidiary of Exertis in 2016, we work as an extension of your business, delivering across-the-board products, services, expertise and management.

Backed by a portfolio of world-class vendors, we help you – whether SMB or enterprise – to deliver both a technical and commercial business advantage to your customers.

Our first-class flexible services are hard to beat: a tailored approach ensures your needs are met at every stage of a project lifecycle. With pre and post-sales support, technical and consultancy services, training, demonstration facilities and marketing, finance and logistics assistance, we assist in designing, installing, running and maintaining on-premise and cloud-based data storage, server and network solutions.

With top teams of product and technical experts, dedicated account managers and credit controllers, consultancy and support, our reputation is built on putting your needs first.

To find out how Exertis Hammer can help support the growth of your business, please contact your account manager today.



Consult & design

Our knowledgeable sales, business development and technical specialists are on hand to advise on your best-fit product/solution, create bespoke solutions or design complete IT environments.

Our value-add offering to our channel partners starts with helping you to create and devise the right services and solutions. We know the markets, the products and understand the challenges you face. Our product and technical specialist teams work closely with you to design both customised solutions and standard platforms. We always use best-of-breed components in an optimum configuration ensuring the finished solutions are right for your needs.

- Dedicated team advises on a broad range of products (not just those supplied by Exertis Hammer) and configuration options
- Fully-trained, accredited and certified engineers provide a deep level of product insight
- As an authorised distributor, Exertis Hammer can access the expertise of each of its 30-strong base of vendors

- Complimentary scope of works
- Consultancy comes as standard. Can be enhanced with detailed design of any IT solution
- Proof-of-concept evaluations and demonstrations held on-site or at a dedicated facility
- Flexible project management and planning options which include statements of works
- Bespoke training at times and locations to suit
- Demonstration facilities where specific technical environments can be replicated
- Live onsite demonstration
- Co-development marketing campaigns
- Webinars

Whatever your parameters, put our experts to the test. [Contact](#) us now.

Source & finance

At Exertis Hammer, we help our channel partners reduce the risks and costs associated with inventory management, integration, support and logistics. From flexible leasing options, optimum credit and easy payment terms to tracking, fast tailored delivery and good stock levels of pre-launch products, we have created a range of sourcing, payment and delivery options to ensure you can access the items you need, freeing you to focus on your business. With more than 30 direct vendor relationships, it makes sense to source your IT requirements from us.

- First-class credit, payment terms and leasing terms
- Dedicated credit controller
- Straightforward and user-friendly returns process
- Fast world-wide delivery, including same day, next day, Saturday and timed delivery options
- Call-off orders
- Drop ship capabilities
- Tracking and PODs
- Bonded inventory
- Stockholding, consignment stock, consigned spares and express delivery
- Warehousing in the UK and Belgium
- Consignment stock
- Automatic replenishment
- On-site warehousing
- Third party and in-house logistics services
- E-capabilities solutions

To discuss optimum credit terms, flexible leasing or logistics options, [contact](#) us now.

Configure & integrate

Whether you're looking for a customised configuration or a fully-built solution, our ISO and manufacturer-accredited facilities ensure your systems are fit for purpose and built to order. One-off or call-off orders, customisations, bespoke designs, branded, whitebox, OEM, fixed bill of materials, EOL management... all by our certified engineers and QA staff.

From simple configurations to bespoke design and branding, we can help. Exertis Hammer delivers a full product management lifecycle service from evaluation and proof of concept to end-of-life product notification.

- Build and configure complete products from component form or sub-assembly to order
- Comprehensively tests and quality checks the final configuration
- ISO 9001:2000 integration facility with onsite warehousing can produce complete builds or pre-assembly kits for shipping to your own facility for final completion
- Certified technicians and QA staff
- Customer-specific branding
- Design of data storage virtualisation technology: RAID, servers, storage networks (SAN and NAS) and storage infrastructure solutions
- Virtualisation-based disaster recovery planning, which can reduce costs and increase recovery time
- Whitebox server design, build and testing: Integration and integrity verification, bill of material and configuration development, work instruction and first articles - ensuring all engineering, design and specification requirements are correctly understood, accounted for, verified and recorded - environmental testing (UL, CE, NEBS)
- End-of-life cycle management
- Can ship direct to your customer

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Enable & support

From installation and commissioning, training to support services, system health checks to data recovery services, we're with you all the way.

Our post-sales support is second to none. We offer extensive training and provide our channel partners' sales teams with in-depth product knowledge, giving you the ability to support the technology and better understand how the products can deliver enhanced business benefits for your customers.

So whether you are seeking round-the-clock or next business day support, we have manufacturer and complete wrap-around warranty options available. Our 24-hour RMA turnaround and advanced replacement warranty help ensure any downtime is minimised and our accredited and security-cleared engineers deliver on-site training, installation, commissioning, system health checks and more.

- 24/7 on-site installation and support
- Variety of support contracts cover all eventualities with different levels of cover according to need.
- IT Infrastructure support packages including next business day
- On-site hot spares and advanced exchange
- UK and mainland Europe
- Environment simulation for fault diagnosis
- Qualified, security-cleared engineering resources
- Annual health checks for SAN systems under support
- Depot repair and refurbishment/ end-of-life management that is fully compliant with relevant UK and EU legislation
- Dedicated post-sales support line staffed by technical experts to help resolve first and second line issues backed up with fast vendor support
- Data recovery services
- Vendor accredited consultancy and installation
- Full documentation

Looking for first-class service and dedicated support? [Contact](#) us now.

Enhance your own professional services offering

It takes time, investment and resources to build a professional services offering. That's where Exertis Hammer can help. By drawing on Exertis Hammer's dedicated, channel-only professional services offering, you can boost your offering and flexibility.

Using Exertis Hammer, you can access a complete package or take a pick'n'mix approach using only the added services you need – when you need them.

Here's what you get: using our wide industry and technical experience, we deliver the best engineering, installation and maintenance services to our reseller channel partners. Exertis Hammer's resources work as part of your team, complementing and enhancing your own internal resources so helping you to control costs and maximise business opportunities.

With access to our flexible and expert resources, you can supplement your own internal skills to:

- Take advantage of opportunities you would otherwise be unable to fulfil
- Ensure cover during periods of peak demand when your resource is fully committed
- Engage in new areas when time and costs would make it otherwise unviable
- Provide expertise in value add services
- Access specialised knowledge to meet a one-off opportunity
- Obtain short-term, high quality cover for sickness and holidays
- Access a team of accredited engineers

In addition, our white-label field-based support services include:

- Site surveys
- Project management
- Installation
- Maintenance
- Product decommissioning
- Audits

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