



ATM Technology Management take supporting role with UIP hardware

ATM Technology Management have announced the commencement of a hardware support contract with film distribution company, United International Pictures (UIP). The contract, with the nationwide provider of IT help desk and managed services, will provide UIP with rapid on-site repair or replacement of faulty servers, PCs and printer devices at its Hammersmith offices.

As one of the world's leading film distribution companies, with current and upcoming films including Shrek 2, Wimbledon and Shark Tale, UIP relies heavily on its hardware. When a problem is detected, the user calls ATM's National



Customer Support Desk. By using latest technology and bespoke systems, ATM's operational and technical staff is able to track service requests, SLAs, inventory alterations, engineers' schedules, parts movements and workshop repairs.

ATM is providing a variation to its normal service by extending the "fix window" to 8pm. This service ensures downtime is minimised and routine work can be carried out with little disruption to the office environment.

The contract is supporting the restoration of the Network Operating Software of the critical servers in the event of a malfunction. It also supports fault diagnosis, replacement parts and preventive maintenance of the laser printers and PCs (including the keyboards, mice monitors and screens).

ATM's services are also available with network monitoring, remote service desk and 24-hour help desk support.