Getech's positive impact on NTU's computer hardware installation

The Requirement

In 2014, NTU released a tender under the NDNA framework: this was for the supply and support of computer hardware. The supplier awarded the tender had to provide Tier 1 products at a competitive price and be able to demonstrate good value for money.

The Solution

Getech submitted a solution based on the Lenovo range of products together with a comprehensive Getech wrap around service. As a Lenovo Platinum Partner, Getech are able to offer the full range of Lenovo desktops, laptops, workstations and tablets, whose products are widely accepted to be very resilient resulting in a lower TCO. The service wrap offered by Getech includes next day delivery on core configuration models, enhanced technical support, custom ordering website, next day swap-out (ensuring less downtime and guaranteeing a next day fix) as well as a fit to desk option as and when required.

The Result

Nottingham Trent University are able to demonstrate savings by buying Lenovo hardware due to the reliability of the product as well as the price and service offered by Getech.

In 2017, Getech received an NTU Procurement Award for Excellence in Customer Service.

Towards the end of the 3 + 1 years, NTU re-tendered the contract which Getech retained at the end of January 2018.

NOTTINGHAM TRENT UNIVERSITY

Background

Nottingham Trent University (NTU) is a successful, confident and innovative university with origins dating back to 1843 in the Nottingham Government School of Design.

The multi-award winning University now has approximately 31,000 students spread over three campuses in the Nottingham area.

NTU is recognised as one of the most sustainable Universities in the World and has been awarded Green Flags for the state-of-the-art facilities at its Brackenhurst and Clifton Campuses.

> *The last 36 months working with Getech has made a positive impact on the way we procure desktops and laptops for the University. This means we have next day delivery on our 'core' Lenovo products and also next day swap out warranty, which significantly reduces the engineering time on failures… not that we get many.*
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> *Any issues that arise are dealt with swiftly and very professionally. Getech have a close relationship with Lenovo and this works really well for the University. I always get nervous when taking on a new supplier, particularly when it involves large scale installations, which we do every summer. Getech have made this much easier, with their 'fit to desk' services. This takes the headache away with regards to unloading, moving into place and the disposal of packaging, etc. This type of task is always well planned and frees up my technical staff to do other things.*
>
> *A super service all round.*

Chris Gration
*Workplace Services Manager,
Nottingham Trent University*

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