

# Our Core Services













Delivering the difference since 1989.

# Our Approach

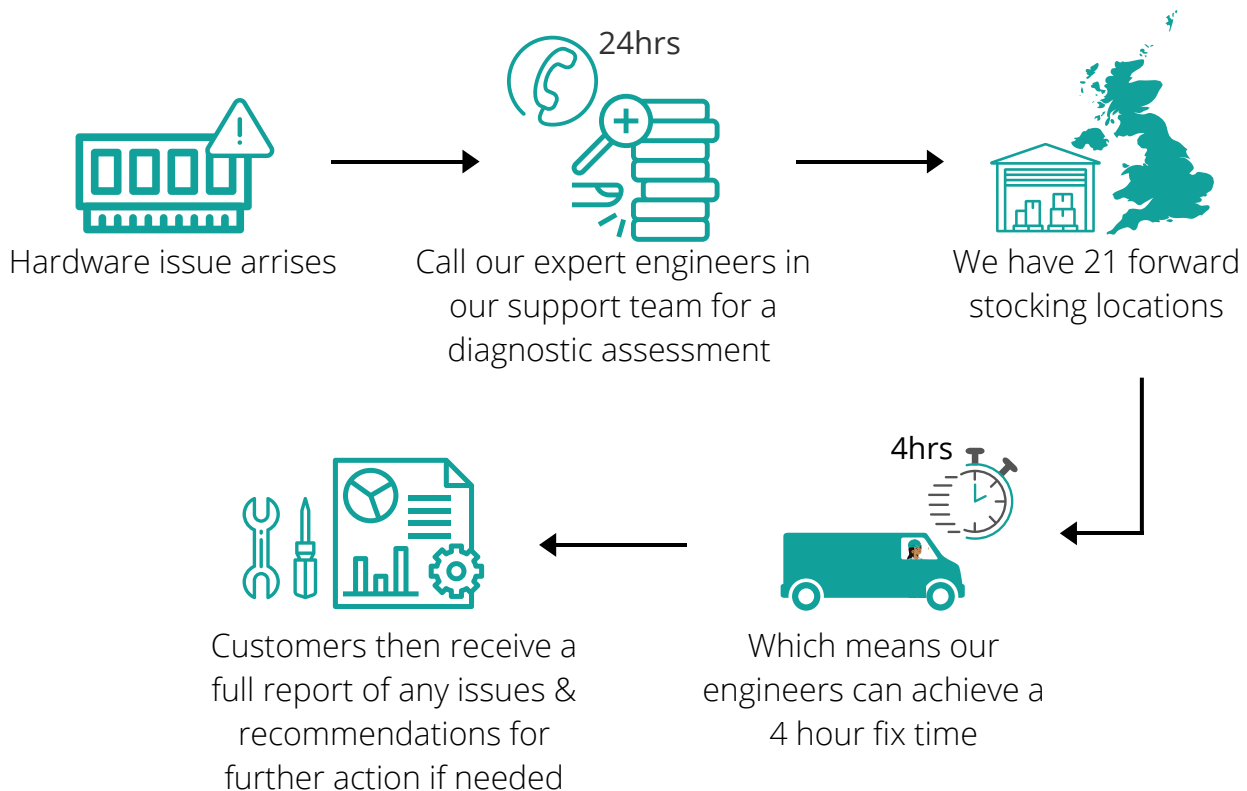
Cameo delivers a seamless, **in-house** service from start to finish. Our services are categorised across **seven** areas that can interlink or be provided in isolation, each of which guarantees to be a **secure**, high **quality** process.

## Contents:

	Hardware Support .....	Page 3
	Secure Maintenance .....	Page 4
	Inventory Management .....	Page 5
	Secure Data Disposal .....	Page 6
	UPS Support .....	Page 7
	Hardware Supply .....	Page 8
	Asset Repair .....	Page 9
	Brands We Repair .....	Page 10
	Locations .....	Page 11
	Why Choose Cameo .....	Page 12

# Hardware Support

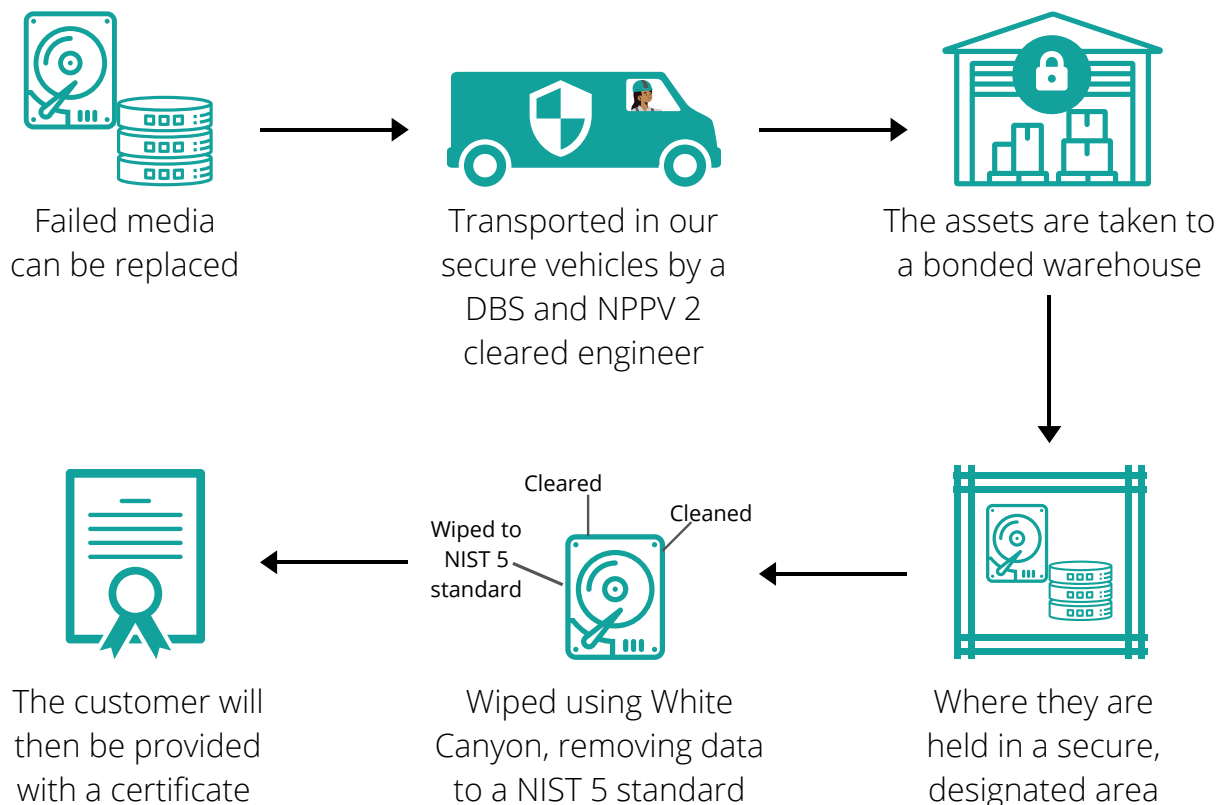
- 1 We provide a **24/7** manned service so you can contact us whenever a hardware issue arises.
- 2 You'll be put directly through to an engineer on our help desk which has a wide range of **expertise** and knowledge. They will then make a diagnostic **assessment** straight away.
- 3 We have engineers who are ready to be despatched and a full inventory of parts located across **21 FSLs** that are strategically positioned to major roads and networks.
- 4 This means our engineers are able to achieve a **4 hour fix** time and can often bring the parts with them from our central warehouse.
- 5 Customers are then provided with full **report** highlighting any current or environmental system issues, and recommendations for further action if needed.





# Secure Maintenance

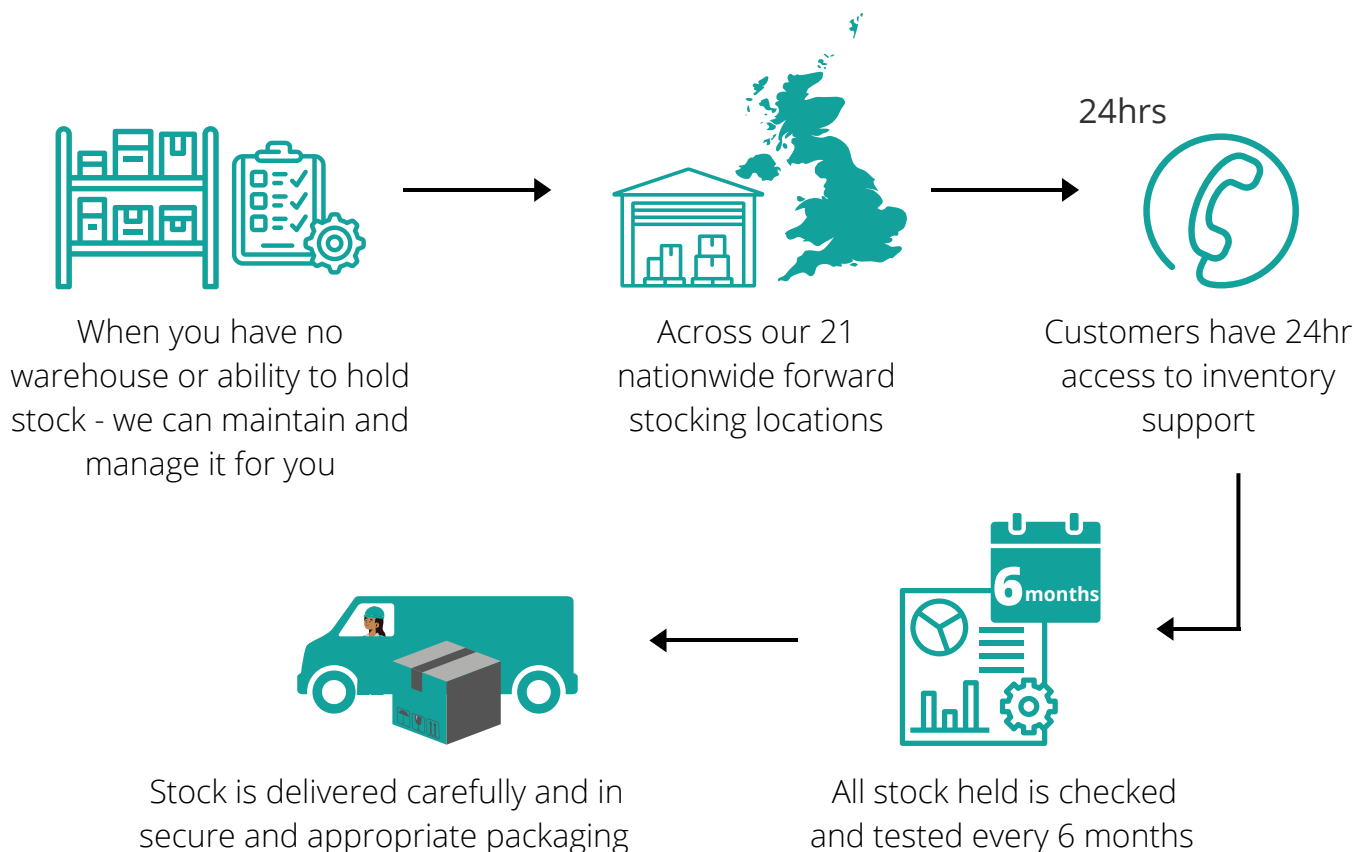
- 1 A failed piece of media can be replaced by an engineer and labelled with the job reference to identify the item to the end-user.
- 2 It is then placed into a **secure** box in the engineers vehicle and sealed with an anti-tamper tag.
- 3 The item will then be received at our **bonded** warehouse and held in our secure data processing area.
- 4 It will then be wiped using **White Canyon** software which will go through a 7 pass wipe and all data will be removed to NIST 5 standard.
- 5 Should the failed media not be in a state to be wiped, the item will then be processed for shredding.
- 6 The customer will then receive a copy of the wipe **certificate** or a certificate of destruction should the item have failed.





# Inventory Management

- 1 If you have your own engineers but no warehouse or inventory storage and support, we can hold, **maintain** and **manage** it for you
- 2 The stock is comprehensive and accessible **24/7**. It will be despatched from one of our **21 FSLs** within an hour of specification.
- 3 All stock held by Cameo is subject to their maintenance contract level of quality. Stock held is subject to Cameo's standard practice of testing **every 6 months**.
- 4 Every part is delivered carefully and in appropriate packaging guaranteeing the **safe** arrival of any fragile parts.
- 5 Depreciation of stock is a key factor for many resellers too and by utilising Cameo's Inventory Management Service you're removing **depreciation** as a factor within your business as well as the removal of hassle and admin.

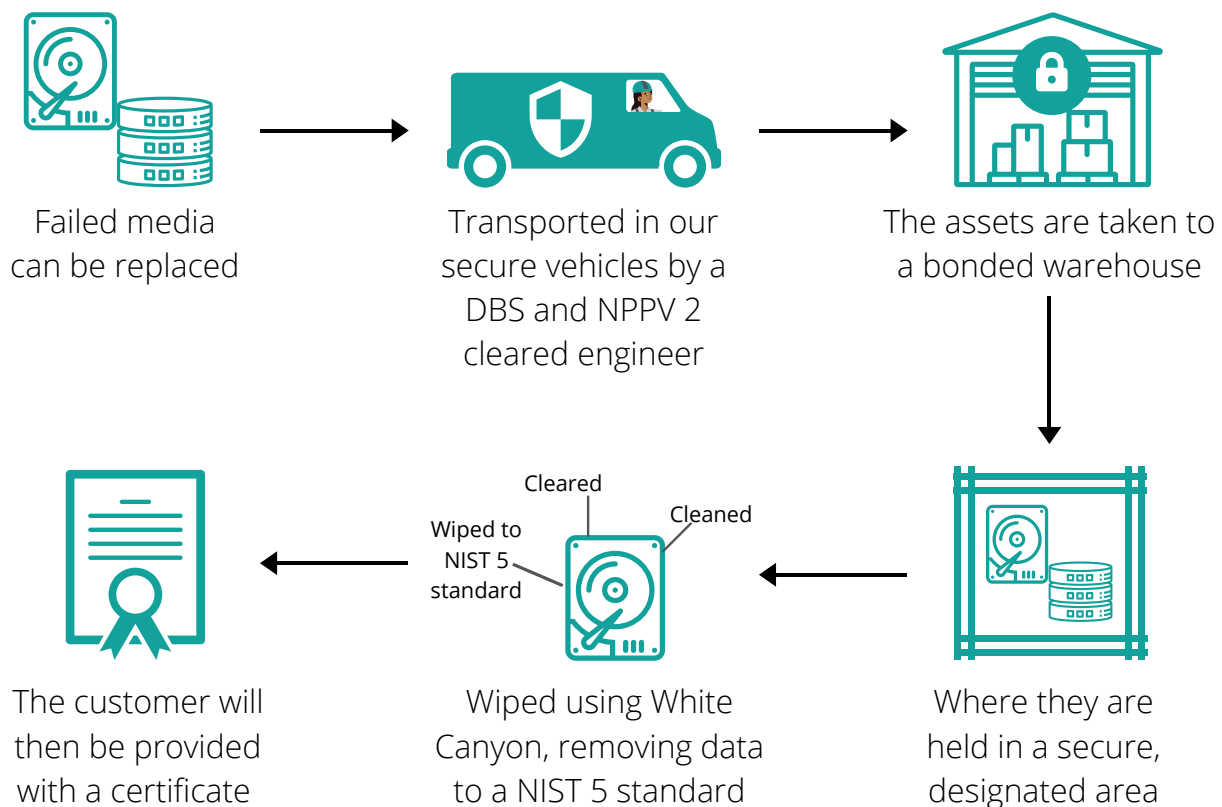


(See page 11 for full map of UK FSLs)



# Secure Data Disposal (SDD)

- 1 Our approach to processing and transporting hardware and subsequent data disposal is an extremely robust processes to ensure **compliance**.
- 2 We can pick your failed media up, all our vehicles are **secure** and our engineers are fully **checked and endorsed**.
- 3 The assets are taken to our **bonded** warehouse where they are held in a secure designated area.
- 4 Cameo are **ADISA** certified and we use the most sophisticated and trusted data wiping software and methods (**White Canyon**), removing data to a NIST 5 standard.
- 5 We will then provide a **certificate** of wipe. Because of our process, we are able to repurpose more hardware and ensure an end-to-end lifecycle that positively impacts our customers and the environment.





# UPS Support

- 1 Many customers neglect UPS but consider our UPS Support to help reduce the potential loss of business and **data** as a result of power outage.
- 2 We provide a **24/7** manned service so you can contact us whenever a UPS issue arises.
- 3 Our engineers and parts are available with one phone call and they're here for **installation, maintenance** and **disposal!**



Our engineers and parts are available for UPS support 24/7



With just one phone call we can take care of everything from...



Installation



Maintenance

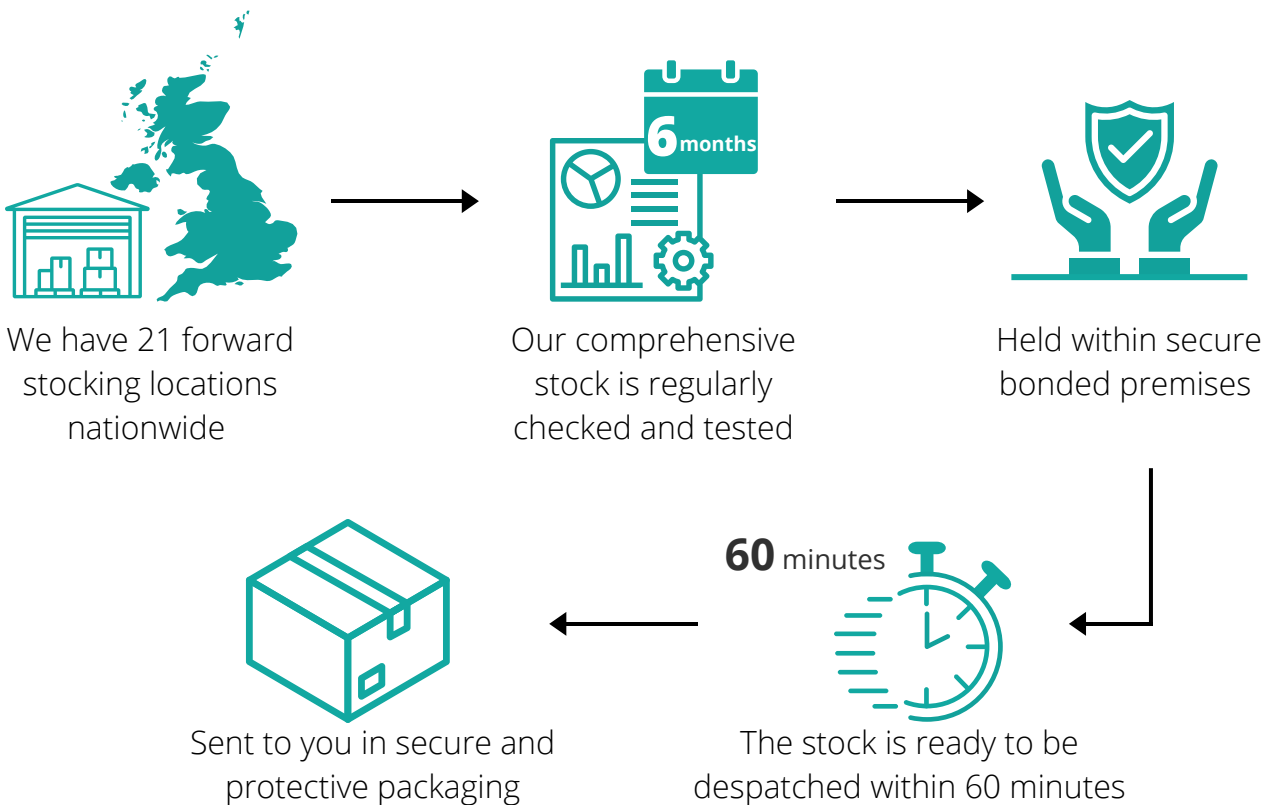


Disposal



# Hardware Supply

- 1 We have **21 FSLs** across the UK.
- 2 Our comprehensive inventory is stored in secure **bonded** premises and is regularly checked and tested.
- 3 This means the stock is ready to be despatched within **60 minutes** and sent to you in **secure** and protective packaging.
- 4 We recycle, we resell and we're ready.







# Asset Repair

- 1 If you have damaged hardware, our Asset Repair Service may be able to bring them back to life.
- 2 We are available to collect your broken hardware **24/7**.
- 3 Cameo will carry out an **ADISA** standard collection, collecting your assets in our own vehicles where it will be held in a **secure** box before arriving at our **bonded** warehouse.
- 4 Our process means there is less need for brand new items, which can lesson you business's carbon footprint whilst reducing costs
- 5 Asset Repair is a **sustainable** and **cost effective** alternative to replacing. So remember, Cameo are here to collect, protect, repair and return



If you have an issue with your hardware



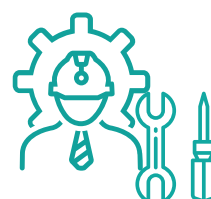
We are available to collect your broken hardware 24/7



We are ADISA certified & all our engineers are DBS and NPPV 2 cleared



Finally returning it back to you, fixed!



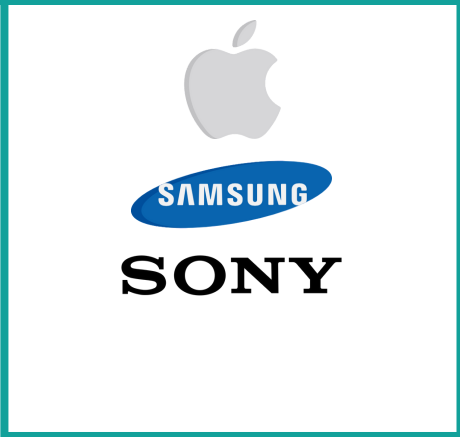
So we can repair your hardware securely & responsibly





# Brands We Repair

## Mobiles



## Tablets



## PC's



## Laptops



## Networking



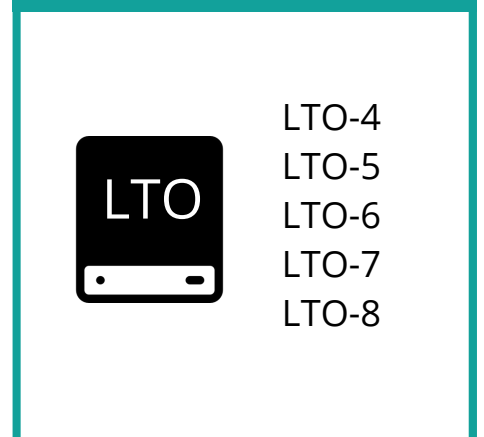
## Server



## Drives



## Tape Drives



# Forward Stocking Locations

We have **21 bonded FSLs** across the UK, with our Head Office based in Leicester.



# Why Choose Cameo?



## Quality

We have an unwavering focus on delivering products and services that are fit-for-purpose, entirely efficient and serviced with meticulously detailed and tested processes.



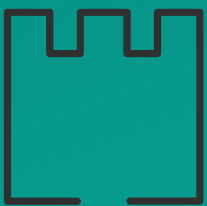
## Channel-Only

We're a genuine white label channel-only operator and our aim is to form long-term partnerships with resellers. Our objective is to fortify our customers' businesses, providing them with a competitive advantage via our guaranteed services.



## Secure

Comprehensive data security, processing and management is critical. In the wake of GDPR and amidst an ever increasing data-reliant society, Cameo's data services, IT asset disposal and secure data management are optimally secure and fully compliant.



## Heritage

Now celebrating 32 years of partnership, innovation and growth within the IT sector, Cameo attracts and retains employees who have the knowledge and experience required to deliver for their partners whilst building trust and strengthening long-standing relationships.

**This is what we stand for.**



**Delivering the difference since 1989.**

Find out more online or contact us:

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