



CORETX Channel Points Scheme

Many of CORETX's channel partners need to deploy skilled IT support resources to their customers' sites. CORETX Channel Points Scheme (CPS) enables partners to optimise utilisation of the staff they directly employ, while being able to cost-effectively provide on-site support to their customers, at any time and at any location in the UK.

CORETX Partner Challenge

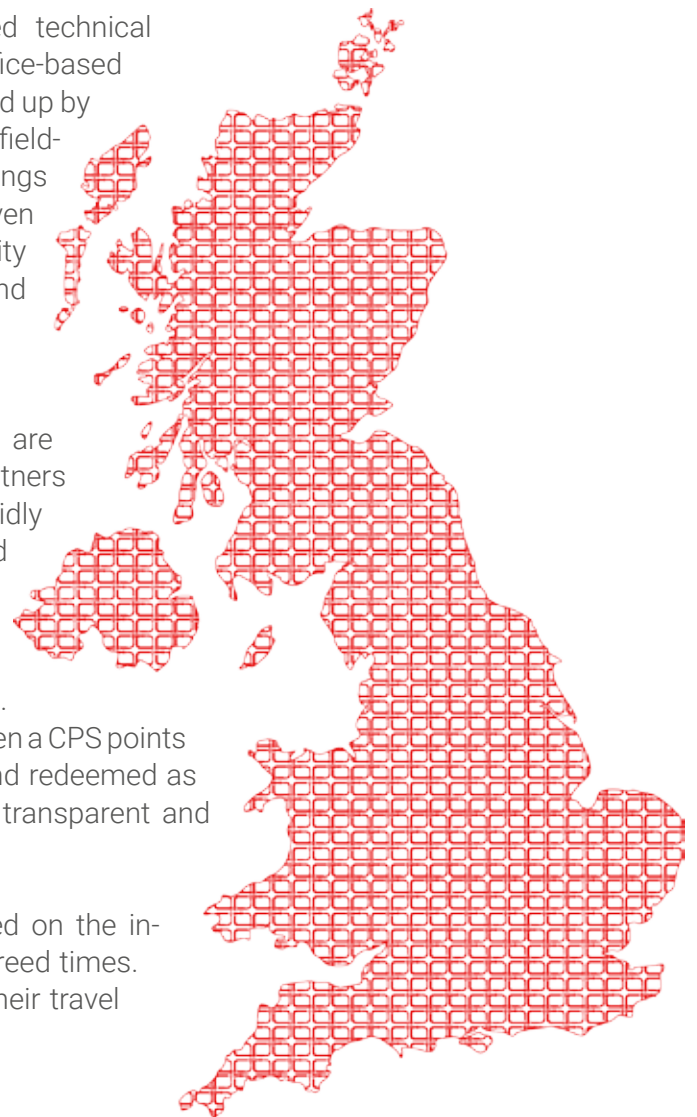
When one of our partner's customers requires a skilled technical resource to visit their site, many send a member of their office-based support team, leaving that person's normal tasks to be picked up by colleagues. Others send out one of the limited number of field-based engineers they employ, whose workload typically swings between underutilised to over-extended, due to the uneven nature of demand. Both routes challenge our partners' ability to deploy the right skills to the requirement and they often end up paying too much to provide the service.

CORETX Channel Points Scheme

CORETX employs 150 IT field support engineers who are distributed across every region of the UK. Through CPS, partners can book an appropriately qualified CORETX engineer to rapidly attend their customers' sites, anywhere in the country, as and when a requirement arises.

The field engineering services we supply through CPS are charged using an easy-to-understand points-based system. Services available within the scheme are categorised and given a CPS points value. CPS points are purchased in advance by partners and redeemed as engineers are called on. CORETX CPS ensures costs are transparent and partners are always in control of spend.

The engineers deployed through CPS will be both qualified on the in-scope equipment and able to reach each site within the agreed times. Our engineers can be booked on a full or half-day basis. Their travel time is included within the points system.



Visit our website **CORETX.COM**

Or call **0844 874 1000** to discuss your requirements

Engineer Grades

CORETX grades its engineers from Tier 1 to Tier 4, based on ascending skillset. CPS is set-up to provide Tier 1 and 2 resource to partners.

TIER

- 18 months to 2 years' experience within the IT industry
- Provide basic Incident Management of ticket queues, raising new tickets, progressing open tickets.
- Imaging desktops, laptops, mobile devices
- Collecting and recording asset details and completing site audits
- Site decommission and recommission projects.
- Deployment of desktops, laptops and mobile devices.
- Basic troubleshooting of laptops, desktops and mobile devices.
- Good working knowledge in the support of Windows 7, 8 and 10.
- Installation and support of common applications.
- Provide technical smart hands and eyes on site.

TIER



As tier 1 plus:

- At least 3 years' experience within the IT Industry.
- Advanced incident management of ticket queues and prioritisation of work.
- Utilise common applications and tools to create Gold images of devices for mass deployment.
- Network, Server and Storage hardware break fix experience.
- Good working knowledge of Windows 2008/2012.
- Advanced troubleshooting experience of laptops, desktops, mobile and print devices.
- Good networking knowledge.

Pricing

CPS points are purchased in advance in blocks of 100 and are logged in our service management system, Remedyforce, against the partner's account. Each time an engineer is booked, their points balance is reduced by the corresponding amount. One CPS point is charged at £50 and includes all expenses incurred by our engineers, except parts – see below.





CPS points for pre-booked engineers:

SERVICE		TIER  TECHNICIAN		TIER  TECHNICIAN	
		POINTS	CHARGE	POINTS	CHARGE
Pre-booked engineering time with at least 5 working days' notice. Engineering to work within core hours.	Pre-booked half day	5.5	£275.00	7	£350.00
	Pre-booked full day	8	£400.00	8.5	£425.00


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CPS points applied to emergency call outs during normal business hours, Mon-Fri, 09:00 – 17:30:

ENGINEER GRADE / SLA	CALLOUT AND FIRST 2 HOURS ONSITE		SUBSEQUENT HOURS ONSITE	
	POINTS	CHARGE	POINTS	CHARGE
 Tier 1 - 4 hour response	5.5	£275.00	1.0	£50.00
 Tier 2 - 4 hour response	6	£300.00	1.5	£75.00
 Tier 1 - 8 hour response	4.5	£225.00	1.0	£50.00
 Tier 2 - 8 hour response	5.0	£250	1.5	£75.00

CPS points applied for emergency calls outs received out of normal business hours – only Tier 2 technicians available:

ENGINEER GRADE / SLA	CALLOUT AND FIRST 2 HOURS ONSITE		SUBSEQUENT HOURS ONSITE	
	POINTS	CHARGE	POINTS	CHARGE
 Tier 2 only	8	£400.00	1.5	£75.00

Supplying parts

CORETX field engineers maintain a standard stock of spares, which is synchronised to our service management system, Remedyforce, so there is always a record of their stock levels. We hold an inventory of spares within our stores with which to replenish engineers as parts are used. We also offer a premium service through which our engineers can arrange for any specific spares required by customers to be delivered to their site on a two hours, four hours or next working day basis.

All parts specifically ordered for customers or used by our engineers in their work are chargeable and not included in the points scheme shown in this document.

Booking a CPS engineer

Partners wishing to book CPS engineer resource simply contact the CORETX contact centre by phone or email and relay the requirement to the agent. The booking will be allocated to the most appropriate resource, who will attend the site within the agreed SLA.

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Quality at CORETX

We are certified to ISO 9001:2015 for quality management, ISO 20000-1:2011 for IT service delivery excellence and ISO 27001:2013 for information security. We also hold IL3 for our Lifecycle services and PCI-DSS for both our Cloud and Bournemouth Datacentre services. Within the next year we plan to achieve certification to, ISO 22301:2012 for business continuity management OHSAS 18001:2007 for health and ISO 14001:2015. We operate an ITIL-based service methodology, relying on continual service improvement protocols and a continual cycle of measurement, underpinned on a regular basis by both internal and external audits.

CORETX Vendor accreditations

CORETX has a comprehensive list of vendor accreditations:

- MS Server Gold Certified
- MS Silver Cloud Productivity and Silver Hosting Partner
- VMWare Enterprise Partner
- Citrix Silver Solution Provider
- Cisco Premier Partner
- Meraki Authorised Re-seller
- HP Business Partner
- HP Silver Storage
- Dell Registered Partner
- Lenovo Member Partner
- Veeam Silver Pro Partner
- Symantec Registered Partner
- Veritas Registered partner
- Aruba Authorized partner
- McAfee Associate Partner
- NetApp Silver Partner
- Novell Silver
- Checkpointx2 star level
- IGEL Authorized partner
- Sophos Silver
- Neverfail Select Plus
- IBM Business Partner

About us

CORETX is a managed IT services provider, listed on the London AIM market. We have over 24 years' experience providing ICT support. Our 430 employees are focussed on the needs of over 1,000 customers, located across the UK. In addition to our 150 field engineers, we have 150 office-based support and network staff located in our Network Operations Centre. We provide field engineering resources directly and on behalf of channel partners to a full range of public and private sector customers, in sectors including finance, health, education, manufacturing, local government, leisure and housing.

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