

wallis

business services ltd

IT Support Specialists

Your solutions for tomorrow's technology



Why Wallis

Since our establishment in 1965, Wallis Business Services has specialised in the service, support and repair of all office equipment, systems and IT networks. Our long-standing partnership with leading manufacturers has provided the company with a solid pedigree, allowing us to offer customers a wide range of specialist knowledge, highly trained engineers and a confidence in our expert services.

Consultancy

In a rapidly changing technological environment, expert advice is the order of the day. Building on honesty, trust and business integrity, our engineers aim to develop long-term relationships with customers old and new. Our aim is to understand fully our customers needs in order to offer professional advice that will continually improve our customers' networks, ensuring our plans are both reactive and proactive looking to solve and prevent future challenges.

IT

The IT infrastructure is the heart of any office system. Getting this right ensures all other peripheral networked devices operate effectively to maximise our customers' efficiency and productivity. Through accessing a team of Microsoft certified professionals and Canon accredited system technicians, we are committed to offering a tailored solution and service plan guaranteed to offer our customers' peace of mind and effective results.

Service works control

A computerised works control enables service calls to be logged, tracked and acted on swiftly. We recognise the importance of keeping your systems working, and allocation of trained engineers to site and support calls is undertaken by the hub of our service centre, the works control system. Our Service Centre is operated by trained friendly staff that are fully aware of the importance of keeping your IT systems and equipment running; the works control system will also provide full management reports on speed of service calls, frequency of calls, reliability and running costs for future analysis.

Remote service support

With the ability to provide remote service support (securely accessing your server and systems from our Service Centre), you can be assured that we are continually upgrading required software and working behind the scenes to make sure your equipment is operating with optimum performance. Adopting a proactive approach to network 'health-care' keeps your systems running efficiently, reduces down time and the need for engineers in the work place.

E-maintenance and service agreements

Developed by Canon to complement remote service support. E-maintenance is new and innovative. Designed to take the onus off you, the customer, in terms of logging service calls, requesting consumables e.g. toner and giving meter readings on your multifunctional device. Combine this with flexible service agreements to suit your requirements we really can tailor your service needs.

Microsoft Certified Professional



Canon



Microsoft Small Business Specialist

Your Complete Office Supplier



The Wallis philosophy

By putting our customers at the core of our business, we strive to provide a tailored solution, offering the right price, product and advice to give total satisfaction. With branches at York, Malton and Darlington, and an alliance with one of our partners in Leeds we are strategically positioned to respond to customers' enquiries swiftly and efficiently whatever your needs or wherever your location.

Partnerships

We choose our partners carefully, working with leading brands such as Canon, Microsoft and HP, offering our customers' complete assurance that our working partnership will meet your needs now and in the future. Our relationship with the best manufacturers is your assurance that you are making a good investment in a sound and stable supplier.

Pre-sales consultancy

Our highly qualified sales professionals will meet you to discuss your requirements; by understanding your organisation and your bespoke operating needs we are able to align the very latest technology (hardware and software) to integrate with your business functions. Our approach is 'performance before price' - we advise and work to ensure that the preferred solutions will exceed operational objectives and meet customers' expectations both in the short and long-term.

The solutions

At the hub of every successful office is a well managed and organised IT network, upon which all other office functions depend. Our sales team have the right knowledge and understanding to consider the full range of potential needs across your business operation. Our complete solution can take into account all aspects of comfort and service within the office environment. The result is a complete package of hardware, software and knowledge - essentially offering peace of mind and business security.

Total satisfaction and peace of mind

Offering a solution that gives the very best products and services at the very best price, along with a guaranteed after sales service and support structure. Our mission is to give customers complete satisfaction.

We pride our success on the quality and competence of our team to provide you with the solution you need. When customers make their purchase we want to make this the start of a long-lasting business relationship where we continually work to fulfil our customers' aspirations.

Contact us:

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