

CASE STUDY:

Invate



OUR CLIENT:

Invate supplies assistive hardware and software products and packages to higher education students with disabilities. The Tyneside-based company believes that access to the right technology can improve learning opportunities for those with disabilities, helping them to eliminate barriers so that they can realise their potential. Equipment is authorised through the DSA (Disabled Students' Allowance) and funded by Student Finance England. As a DSA-approved supplier, Invate must demonstrate competitive pricing and excellent customer service to supply equipment to students. Due to the unpredictable nature of the industry it's vital that goods supplied and aftersales care are of a high quality – or the company runs the risk of losing business.

THE CHALLENGE:

Like many people, Invate's customers rely on technology for work and study. For those with disabilities, access to appropriate computer equipment is absolutely essential so running a highquality maintenance and repair service is vital to the company's success. Due to strict service level agreements, the turnaround time for repairs needs to be as quick and efficient as possible. Given that a significant proportion of students are using Apple devices or choosing to pay to upgrade to an Apple Mac, Invate wanted to develop a relationship with a trusted Apple Service Provider that could offer an efficient, fast and reliable repair service.

THE SOLUTION:

As a premium Apple Service Provider we've worked with Invate for the last three years, providing a seamless service and resolving technical problems to get their users back up and running as fast as possible.

Steven Eggleston, Senior Technical Engineer at Invate, said: "I can't fault the service I receive from Opal in any way. From customer service to technical expertise they go out of their way to help and their turnaround times are excellent. They'll even collect the equipment from our offices if we're busy. We've built up a good relationship with Opal and we are 100% happy with their service."

