

# Group Overview

- > **Burnett & Associates Plc**
- > **Burnetts Computer Services Ltd**
- > **Burnetts Insurance Services Ltd**

The Group was founded in 1980 to specifically arrange on your, our clients, behalf computer hardware maintenance through insurance as an alternative to the conventional Manufacturer or third party contracts, demanded by you to provide a more cost effective and flexible alternative.

**Burnetts** have acted on your requirements and requests to pioneer and develop both insurance and associated support contracts for IT and other Electronic equipment to the point where we can now offer you one of the United Kingdom's widest and most flexible solutions to all your support requirements, from hardware maintenance, warranties, conventional theft and accidental damage insurance, network support, and even installation and cabling.

In order to provide you with the levels of support required by today's complex IT infrastructures we have developed contractual relationships with many specialist repairers and support companies, together with, of course recognised and independent insurance backing to provide you with a financially secure and flexible alternative to the traditional Manufacturer or third party support Companies.

**Burnetts** are based in Southampton, with a staff of 16, all with specialist skills in this unique area of Insurance and IT support. With over 150 years experience between us we are here, in Professional partnership to serve you. We have a dedicated call control department who can take all your fault calls, liaise with repairers and ensure a swift resolution to any problem to get you up and running. They also deal with your claims for loss or damage, again dealing directly with the suppliers on your behalf to ensure swift and direct repair or replacement. They can even pay the costs direct to the supplier, meaning less



work for you and less drain on your cashflow. Our account managers are available to you to answer any of your queries and provide you with quotations or cover, all normally within 24 hours.

Following requests from you, we have set up two additional support Companies under the group, to enable us to expand the services and support we can offer you.



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**Burnetts Insurance Services Ltd** has recently been set up to provide finance arrangements for the **Burnetts Group** products following increased enquiries from you to facilitate monthly payments. Thus we can now arrange monthly payments for you at a competitive rate of interest for any insurance or support contract, for any contract period from 1 to 3 years, enabling you to free up your cash flow.

To conclude, because of the **Burnett Group's** unique position and expertise, in this specialised and complex area, we have, on your behalf, been able to develop a range of products to give you a flexible, professional, and independent answer to any of your support requirements.

**Burnetts Computer Services Ltd** are a maintenance broker who can offer you both conventional maintenance and support contracts, usually on critical items together with the flexibility and financial security of insurance backed support, all through one package, handling all aspects on your behalf, including VAT on calls & claims.

They can also arrange flexible warranty packages for you, on an individual basis, or provide support for a manufacturers warranty or extended warranty products. This unique Company can offer you a completely flexible and professional answer to any support, warranty or insurance requirement you may have for IT, electrical or electronic equipment.