

Frequently Asked Questions

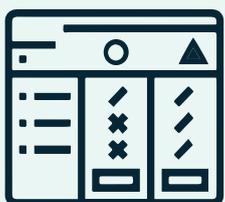


For most organisations, the global pandemic has resulted in a handful of constraints. There has been an unprecedented uprise in transition to working-from-home (WFH) and an increase in hybrid offices and blended classroom environments. Many companies now face unexpected financial constraints coupled with a need to ensure business continuity via remote video communication. The Midwich Group Mi Hardware offering provides a valuable solution to this.

1. How can a business with limited budget keep up with new technology requirements?



Hardware as a service allows companies to access the latest technology from day one, while managing costs over lower monthly repayments. Repayments are defined up front and fixed over the term meaning companies can easily manage their budget. This model helps businesses remain up-to-date with state-of-the-art technology, without the large upfront costs associated with an outright purchase.



2. What's the difference between hardware as a service and a traditional lease?

At the end of a traditional lease the equipment is owned by the end user who is then left with old technology. Whereas Hardware as a service offers multiple end-of-term options and flexibility at the end-of-term to renew the agreement, return the equipment or select a new system.

3. What is the benefit to hardware as a service for a customer with positive cash-flow?



One of the key benefits of financing is that it allows you to preserve existing working capital for core business investments. Unlike surplus funds on a balance sheet, operating lease/rental payments are tax deductible allowing you to potentially capitalise on tax efficiencies.



4. What are the contract length options for Mi Hardware?

Typical hardware as a service contracts are 3 years; however, Mi hardware contracts offered by the Midwich Group are bespoke. We can offer shorter term options from 24 months.

5. Is installation included in Mi Hardware offered by the Midwich Group?



The Mi Hardware agreements are in relation to equipment and Mi Support services only. This provides the client (end-user) with the opportunity to determine the most cost-effective installation solution for themselves. The exception is the Mi Hardware Enterprise, which is a tailored solution in relation to the specific requirements of the client.



6. What is the difference between Mi Hardware “Mid-Market” and “Enterprise”?

The Mi Hardware Mid-Market offering is targeted at a total rental revenue of between 10K – 100K over a 36-month term and has a simple agreement process associated with fixed pricing and selected service options.

The Mi Hardware Enterprise offering is targeted at projects with a total rental revenue of 100K+ over 24/36-month term that can be tailored as a solution package that includes; price, contract and a choice of Mi Services

7. Who invoices the end customer and when?



Mi Hardware will be invoiced by the Mi Services finance partner for all equipment and Mi Services.

For Mi Hardware Mid-Marketing, we have allowed for the Channel partner to invoice the end user directly for professional services such as consulting, project management and installation. For Mi Hardware Enterprise, we have provided for an option to allow the Channel partner services to be included in the invoice from the Mi Services finance partner.



8. Why is Mi Support Assurance included in the equipment bundle?

Mi Hardware is a rental service therefore, we are required to incorporate Mi Support Assurance.

9. Can I include additional Mi Support services with Mi Hardware?



Yes, an optional Mi Support proactive monitoring service can be added to the agreement, providing the end user with both pro-active monitoring and fault management services through automated daily health checks of the hardware. If there is a failure of the product functionality, a support ticket is automatically generated after which a Mi Support engineer will resolve the issue or deploy replacement parts.



10. Isn't financing more expensive than purchasing equipment outright?

Mi Hardware is a tailored financing solution that is less than the total cost of equipment ownership.

11. Can the goods be sold whilst under contract?

Yes, but not before contacting the Mi Services finance partner provider, agreeing a settlement fee, and settling the contract in full.



12. How will Mi Hardware affect my credit rating?

Mi Hardware is an off-balance sheet service, however a credit check is required for the end customer.

13. Technology is advancing so quickly; wouldn't it be better to wait for the latest product to come out in the market before we commit?

An advantage of leasing is that it gives you flexibility to upgrade to the latest equipment in line with technological advances. This means you can acquire the equipment your business needs now, while easily upgrading to newer assets during the term and remain ahead of your competition.



14. How long does the credit process take?

We will try and come back to you as soon as possible, but it is likely a credit decision should be made within a few business days.

15. What information do you need to provide a quote?



We need to know:

1. The full legal entity of the end user such as the company registration number.
2. A detailed Bill of Materials (BOM) of the Mi Hardware and associated Mi Support services.

Mi Hardware offers one-touch collaboration meeting rooms that feature immersive audio and video solutions and workflow integration critical to keeping everyone seamlessly connected! This service is only sold through our audio visual and IT resellers and is a procurement model, similar to renting in which equipment belongs to a finance partner.

Why not provide your customers a range of modern workplace solutions allowing them to modernise traditional meeting spaces with advanced room conference and collaboration technology without the strain of capital expense?

More Information

Our sales team is available to answer your enquiries and provide additional information.

Email: info@miglobalservices.com