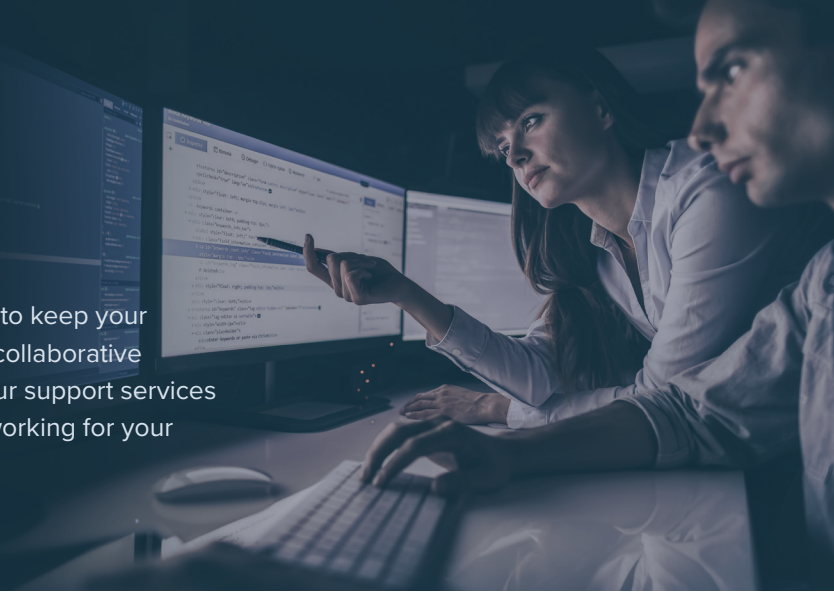


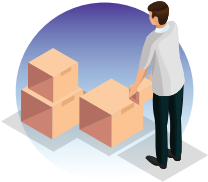
Support Services

We offer a variety of multivendor hardware support services to keep your systems running their best. We include comprehensive and collaborative support to simplify the management of your products. As your support services provider, we are committed to ensuring your technology is working for your business objectives.



Traditional Hardware Support

In addition to basic maintenance, our hardware support services address broad hardware failures, from failing hard disk arrays and memory faults, to power failures and devices that no longer work. Many issues can be resolved remotely, but if it's more serious, repairs are a top priority.



Upgrades and RMA Services

We're here to help you track down and replace faulty or legacy equipment to keep your critical infrastructure at peak performance. We'll manage warranty screening, repair modifications, suggest hardware upgrades, and provide expedited delivery in a streamlined process.



Incident and Problem Management

Incidents can quickly become larger and more costly when left unresolved. Our Incident and Problem Management Services are honed for transparent communication, employing logging, tracking, and managing the entire lifecycle of hardware problems. Our SLAs, user-friendly service portal, and comprehensive knowledge base help keep response times and resolution fast and efficient.



Remote Assistance

Our Remote Support Services (RSS) have the expertise, tools, and processes to support you wherever you are. We offer remote PC and Linux desktop takeover to resolve problems contact-free and secure supported software installs and updates. Our suite of remote support solutions ensures your business has the assistance you need when you need it. Operate your business confidently knowing that team members and technology are supported at every location.