

Enhanced Maintenance Support

IT maintenance support can be difficult and time consuming to manage—not to mention expensive. Many organisations aren't realising a comparable return on their investment. Triaging issues, especially in a multi-vendor environment, adds to the complexity. Most importantly...

IT downtime can have a **severe** financial impact.

\$5,600

PER MINUTE

AVERAGE COST OF IT DOWNTIME¹

\$300K-400K

PER HOUR

AVERAGE COST OF SERVER DOWNTIME²

\$1 MILLION

PER OUTAGE

COST OF A SINGLE OUTAGE³

The Solution: *Enhanced Maintenance Support*

Enhanced Maintenance Support (EMS) is a seamless and simplified alternative to standard OEM support with improved value and a better customer experience—for no additional cost.

What You Get from EMS:

- + 24x7x365 single-call support for multi-vendor environments
- + Multiple US-based Network Ops Centers (NOCs) staffed with 100+ OEM-certified technical engineers
- + Software tool suite including Executive Dashboard
- + ServiceNow ticketing platform
- + Services certified and fully-backed by our leading OEM partners
- + Direct access to OEM engineers

How You Get It: The Power of the Dashboard

Enhanced Maintenance Support includes a powerful suite of tools. Our proprietary Executive Dashboard provides a simplified view and automated diagnostics for fast and efficient problem resolution. You'll gain greater in-depth visibility into:

- Device health, availability, and performance monitoring
- Inventory install base and contract support timelines
- Hardware/software end-of-life and end-of-support
- Security and field notices



Service Delivery Manager

All EMS customers are assigned a Service Delivery Manager (SDM) dedicated to understanding your environment, providing support for expediting problem resolution if/when necessary, and delivering ticketing insights through quarterly/semi-annual business reviews.

On an ad hoc basis, your SDM can run custom reports as well as discuss individual open and past tickets and provide training on the tool suite. Working closely with the local pre- and post-sales engineers, your SDM will coordinate with our support team on environment updates and changes.

Outcomes You Can Expect

Any IT department knows that maintenance isn't just a question of fixing devices when they fail. Enhanced Maintenance Support helps you stay one step ahead on operational issues and keep your environment up and running for optimal efficiency.

You'll benefit from:

- Increased service level performance and lower risk of downtime
- Better insight to financially plan for future maintenance support renewals and required device refresh purchases
- Seamless escalation to Level 3 manufacturer support to resolve highly-technical issues
- Reduced time to diagnose errors and Mean Time to Resolution (MTTR)
- Notification of security and health vulnerabilities

Put your organisation on the path to operational efficiency, greater visibility, and faster time to resolution with EMS.

Get in touch: services@igxglobal.com