Enhanced Maintenance Support

IT maintenance support can be difficult and time consuming to manage—put to mention expensive. Many organisations aren’t realizing a comparable return on their investment. Traging 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 DOWNTIME

$300K-400K PER HOUR
AVERAGE COST OF SERVER DOWNTIME

$1 MILLION PER OUTAGE
COST OF A SINGLE OUTAGE

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—no additional cost.

How You Get It: The Power of the Dashboard

Enhanced Maintenance Support includes a powerful suite of tools.

- 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 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.