3rd Party Maintenance
Consolidate, customize, & save

Consolidate

In a heterogeneous IT environment, with hardware from multiple manufacturers, there are usually multiple maintenance contracts from various disparate sources. Managing multiple support contracts and expiration dates adds complexity and unecessary costs, and may adversely affect availability if there is difficulty finding the correct source to go to when maintenance is needed.

Consolidating all hardware onto a single, unified maintenance contract reduces the complexity involved with managing and renewing maintenance contracts. Also, when maintenance is needed, there is a single point of contact and phone number to call. With a dedicated account manager, the logistics and shipping of parts & replacements are coordinated via a single source.

In addition, web-based management tools enables a comprehensive overview of maintenance, with reports and auditing to gain insight into your IT infrastructure and maintenance, pinpoint potential issues before they become problems, and ensure service level agreements are met.

North American Systems International can help you consolidate with a plan that supports all of your hardware platforms & operating systems, and saves money.

Customize

Align your budget resources & service level requirements with a customized third-party maintenance solution.

Critical Plus

Appropriate for mission-critical systems that require maximum availability, critical plus service offers 24x7 help desk with 4-hour onsite response 24x7x365.

Critical

Ideal for key business systems that need high availability, critical level service provides 24x5 help desk Monday-Friday, & 4-hour onsite response.

Elite

This is an economical option for 8x5 help desk services during the workweek, & 4-hour onsite response during standard business hours (excluding holidays).

Shared

This low-cost option provides help desk support and self-service replacement parts. Designed for companies with experienced technical staff.

Save

REPORT
Help desk response
Issue analysis
Problem identification
Escalation processes

RESOLVE
Best practices
Patches & fixes
Parts logistics
Onsite service

ANALYZE
Support ticket system
Enterprise-wide reports
Auditing for SLA review

North American Systems works with customers to understand their current IT environment to help determine what is needed in terms of maintenance. In addition to the standard service levels, we can also craft contracts with customized SLAs as needed.

With third-party maintenance from us, we can also help you find options for your "end-of-life" and legacy equipment that most manufacturers refuse to cover.

As an IBM Business Partner, we are also qualified to provide IBM support contracts for new equipment and & IBM post-warranty maintenance options.

Let us prove how much money we can save you by allowing us to provide you with a quote for your future maintenance needs.

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