

Storageflex

NETWORK DATA STORAGE SOLUTIONS

Storageflex Extended Maintenance (SEM)

Would you like to reduce operating expenses? There are many benefits to switching from the OEM to Storageflex to maintain your IT hardware, not the least of which is the substantial savings you can realize. Below are some of the reasons customers switch from OEM to 3rd parties for maintenance of their IT hardware.

Business Value

- **Save money** - switching from the OEM to Storageflex for your hardware maintenance makes good financial sense because we can save you up to 50% on your maintenance costs.
- **Extend the life of your IT assets** - just because the OEM is no longer servicing the equipment, doesn't mean you have to retire it. We can maintain equipment after it's gone End of Service Life (EOSL) so you can maximize the ROI on your expensive IT assets.
- **Simplified vendor management** - tired of dealing with multiple vendors every time you have to renew service on your IT equipment or having a different support procedure for every vendor? We can maintain your servers, storage and the equipment that connects them, streamlining your support procedures and service renewal. And we can offer flexible options that many OEMs don't.
- **Quicker response** - unlike many OEMs that have outsourced their call answering, dispatch and technical support centers to India or other places far from home, all of our people are local and ready to serve you.
- **No finger-pointing** - because we can provide multi-vendor support, we eliminate the finger pointing that can result in a heterogeneous environment when no one vendor wants to take ownership of the problem.



The Storageflex Difference

No Hassle Service - It begins the moment you call us. When you call us, you reach us – live. No endless automated menus, no being put on hold, no runaround. We take your information and the clock starts ticking. Clients also have the option to automatically initiate service calls online, using a secure login and password.



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Our mantra is “**Service the way it should be**”. We recognize that mission critical systems, need mission critical services. So, our standard support offering includes:

- Toll free call-in with live answering
- 15 minute phone response
- 2 hour maximum on-site arrival time
- Local parts and sparing
- Established, effective escalation procedures

We keep it real. No jargon, no fine print and no excuses. Our people are some of the best and most knowledgeable IT professionals in the industry, qualified to fully support equipment from all major original equipment manufacturers.

Our **core technical support** team is comprised of individuals that have **an average of 30+ years of service** with the OEM prior to joining Storageflex and in all cases had risen through the ranks to become National Technical Support Specialists in their respective area. They have worked for likes of IBM, HDS, StorageTek, Sun Microsystems, Network Systems Corp. and Oracle. Augmenting our core team is our field service team comprised of technicians that deliver on-site service. Ultimately, the reason some of our customers have chosen Storageflex is because they’ve known our people for the past 10, 15, or 20+ years.

To ensure our technicians are up to date on the equipment we support, **on-going training** is held at the **test lab** at our facility. The lab is an integral resource that is used for **education, testing/repair of returned parts, “dry run” of code upgrades and critical parts replacement**, and is also available to our customers as a billable resource to validate configurations, procedures, etc.

Platforms Supported



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