HARDWARE MAINTENANCE

by itcenter

Would you risk disrupting your business?

A simple failure on your data center hardware can be enough to interrupt your service and delay your business processes for indefinite time. You are well aware that being offline can cost you a lot, and ensuring your hardware performs at its best is far from easy. It either costs great time and effort from your internal team or demands a high-priced investment your business can not engage in. With our Hardware Maintenance service, you can protect your IT and let go of that maintenance burden, at a cost-effective price.

Stop taking chances.
Protect your hardware with our service.

Cost saving

Avoid excessive and unpredictable maintenance costs with a cost-effective monthly fee.

Simple and centralized

By acting as your Single Point of Contact (SPOC), problem-solving becomes more agile.

Less downtime

We can go up to 4-hour response time in a 24/7 availability, rapidly getting you back online.

How does the service work?

Our Hardware Maintenance service covers server, storage, and network equipments. Every time an equipment in your data center fails, you simply place a call and our team will focus on getting your service back on track within the service level you've selected. The service includes on-site visit, labor, and parts so any repair during the contract will not have any additional cost.

Which service levels are available?

The Service Level Agreement (SLA) is as flexible as you need it to be. We can go up to a 4-hour response time in a 24/7 availability, and you can even define different service levels to better serve the variety of priorities attached to your equipments.

Time saving

We deal with the problems so you can release your team to spend their time on your business.

Anxiety free

We ensure your IT is protected so you have one less thing to worry about.

Preventive maintenance

By monitoring your equipment, we reduce the impact of predictable failures.

Flexible SLA

Define different service levels according to the priority of each equipment.

What type of maintenance is included?

Our service is based on third-party maintenance (TPM), an increasingly preferred option with clear advantages of reducing costs and extending the life of equipments. Still, we're aware that the original equipment manufacturer (OEM) support can be the better option in given scenarios. Therefore, in the initial setup of the service, we perform a data center thorough analysis and help you define which equipments are better served with the manufacturer option and which can be easily handled by TPM. In the end, you will have a service customized to your specific needs and respectful of your interests.

Should I be afraid of TPM?

Not at all. The business advantages of choosing TPM over OEM maintenance are quite evident. In August 2019, a Gartner report estimated that "TPM contracts can offer customers 50% to 70% savings off net OEM support prices". Add the indirect cost savings of extending the life of your IT assets and escaping OEM post-warranty maintenance increases, and it's clear why TPM is an option to consider.

Increase savings with TPM

Your maintenance contract savings can go up to 70% if you opt for TPM.

Extend the life of your IT

Make the most out of your data center equipments.

Blend OEM and TPM

We offer both support options to ensure your trust on the service.

How does a SPOC help my business?

Having multiple brands and models combined on your data center can result in major headaches whenever a single piece breaks. Being on top of each contract, knowing the failure report procedure in each case, and handling the ping-pong effect can be quite exhausting. All of this is avoided with our service.
By acting as your Single Point of Contact, our team embraces the task as soon as you call and concentrates all efforts in solving your problem. This way your team can save time and continue focusing their efforts on your core business tasks.

Can my hardware failures be predicted?

You can expand the service efficiency if you choose to add monitoring capabilities, therefore empowering the service with a preventive type of maintenance. Server batteries at the end? Computer disks on pre-failure? By monitoring your data center equipments, our team is able to detect pre-failure signs and act in advance to reduce the impact of predictable failures on your service.

Start saving time and money today.
Get in touch.