keep IT running…
TECHNOGROUP
an evernex company

SERVICE OVERVIEW MULTIVENDOR MAINTENANCE

TECHNOGROUP SERVICES		IT CARE BASIC	IT CARE STANDARD	IT CARE PREMIUM*
SERVICES	Post outage repair (multivendor)	✓	✓	✓
	Extended warranty	✓	✓	✓
	Remote support	✓	✓	✓
	Call home for supported systems**		✓	✓
	Annual health check of systems held under maintenance**			✓
	Asset recording by contract launch			✓
	Asset health check by contract launch			✓
	Expert review (twice a year)			✓
CUSTOMER SERVICE*	Personal technical point of contact			✓
	Personal account manager			✓
	Telephone and e-mail availability	✓	✓	✓
AVAILABILITY	7am – 8pm, Monday – Friday	✓	✓	✓
	24 hours, 7 days a week		✓	✓
REACTION TIME	Technician callback within 15 minutes in critical cases****		✓	✓
	Technician callback within 60 minutes****	✓	✓	✓
	Technician arrival within 4 hours in critical cases*****		✓	✓
	Technician arrival by the next business day*****	✓	✓	✓
QUALITY	Ticket system with escalation levels, incl. monitoring by service delivery	✓	✓	✓
	Multi-step readiness concept with clear processes		✓	✓
	Certified in ISO 9001, 14001, 27001, and ITIL	✓	✓	✓

* Depending on the contract volume.
** Excluding x86 systems.
*** During regular working hours.
**** Only in cases that require a callback.
***** Only in cases that require a technician.

TECHNOGROUP SERVICES		IT CARE BASIC	IT CARE STANDARD	IT CARE PREMIUM*
SPARE PARTS	Spare part availability through logistic locations	✓	✓	✓
	Storage of more than 100,000 original spare parts and exchange systems	✓	✓	✓
CONTRACT	Flexible contract term	✓	✓	✓
	Discounts on multi-year contracts	✓	✓	✓
	Flexibility in system replacements		✓	✓

* Depending on the contract volume.

ADDITIONAL SERVICES INDIVIDUALLY SELECTABLE

+ Repair time within 4, 6, 8, 12 or 24 hours
+ Call home for x86-Systems
+ Proactive system monitoring
+ Proactive patch management
+ Single point of contact for each maintenance contract (OEM and TPM)
+ IMAC/R/D: Install, Move, Add, Change, Remove, Dispose
+ Data center inventory
+ Disaster recovery
+ Data center support (e.g. floor services)
+ Solutions for optimization of network, security and communication infrastructures
+ Managed Services
+ Buying and selling of used hardware

YOUR BENEFITS

+ Support for almost any manufacturer from a single source
+ Cost savings compared to manufacturer maintenance
+ Optimization of your IT business
+ Full time availability in several languages
+ High level of expertise covering over 120.000 systems worldwide
+ Above average customer satisfaction and constant SLA monitoring

QUALITY AND FLEXIBILITY – A UNIQUE COMBINATION IN THE MARKET