

Cross-manufacturer  
and from a single  
source:

# Hardware Maintenance

TPM from the European market leader



## THIRD-PARTY MAINTENANCE (TPM) IN DATA CENTRES

TPM is an alternative to support and maintenance IT hardware provided by the original equipment manufacturer (OEM). Proactive hardware maintenance ensures fault-free operations in data centres. Customised maintenance and repair services cover almost all needs during the IT hardware life cycle and have been specially conceived for systems critical to companies.

As a multi-vendor provider independent of manufacturers, we guarantee support well beyond the end of service (EOL/EOSL date) set by the OEM. So not only will we extend the useful life of your hardware, we will also protect your budget as well as valuable resources and the environment.



## SERVICE LEVEL AGREEMENTS

- Support:** 365/24/7 Service Desk availability
- Technicians on site:** within 2/4 hours or on the next working day
- Repair time:** between 6 and 48 hours
- Service times:** 7x24 or 5x13
- Telephone reaction time:** 15/60 minutes
- Flexible terms:** 1/3/6/12/24/36/48/60 month(s)

## EXTENDING THE OEM WARRANTY

- Faster service and security** from the first day of operations
- Protection** beyond the standard service offered by manufacturers

Additional full maintenance backup for IT systems critical for companies, such as *HPE ProLiant, Dell/EMC PowerEdge, Fujitsu Primergy* or *IBM/Lenovo X series*, during the manufacturer's standard warranty term.

## SUPPORT PACKS

- Individual support services** for high availability from the very first day
- Comprehensive diagnosis** of hardware faults through repair or replacement

Support Packs can be booked for new and running systems, including components. These consist of predefined services and SLAs.



## THIRD-PARTY MAINTENANCE ADVANTAGES

- Cost savings of up to 70%** in comparison with manufacturer support
- More internal leeway and time** for your core business and strategic topics
- Better transparency** Services and costs are itemised and easily calculated
- Central contact point** One service provider for different systems increases security and efficiency
- Spare parts & coverage** 850,000+ original spare parts and replacement systems at 330+ logistics bases worldwide
- SLAs according to your requirements** Scope of service can be selected according to your individual needs
- Full protection** TPM secures systems that are critical to the company against disruptions and malfunctions, beyond the manufacturer's standard support
- Extended useful life** IT hardware can be used well beyond the service end of the OEMs
- Quality assurance** Support at manufacturer level thanks to highly-qualified technicians - including for legacy systems
- 24/7 Availability** Malfunction acceptance and rectification around the clock - 24/7, 365 days
- Sustainability** Using hardware beyond the end of manufacturer support protects valuable resources
- Clever combinations & supplements** Our IT solutions cover the entire life cycle of your hardware and can be expanded flexibly and combined individually

## YOUR FLEXIBLE IT SOLUTIONS. OUR CLEVER COMBINATIONS.

- ✓ Do you have to invest existing funds primarily to develop your business model further and to continuously optimise processes in order to remain competitive?
- ✓ Are you continuously forced to cut costs for the infrastructure and IT operations without losing any quality and performance?

! Our service combinations of TPM, value-added services and SPaaS, will support your company to act cost-effectively.

With our IT solutions you can flexibly build up our hardware maintenance service with clever supplements - fully in accordance with your individual requirements.



### HARDWARE MAINTENANCE & IT MONITORING

Combining maintenance with IT monitoring will create an unbeatable **duo against system malfunctions**. Our monitoring solution permanently watches over the entire IT environment and ensures the high availability of the systems. Technogroup acts as a single point of contact for cross-manufacturer service.



### HARDWARE-MAINTENANCE & SPAAS HARDWARE SALES

Third-Party Maintenance as an alternative to manufacturer maintenance, as well as using **refurbished hardware instead of newware**, will create **financial leeway**. By maintaining hardware beyond the manufacturer's end of service, high investments can be postponed while guaranteeing constant security and performance in the data centre.



### HARDWARE MAINTENANCE & IT MONITORING + FLOOR/SUPPORT SERVICES

Our hardware maintenance independent of manufacturers supports all common network products – from small switches up to high-performance directors. Together with round-the-clock monitoring of your infrastructure and needs-based support with our **floor and „helping hands“ services**, we will provide permanently-secure and high-performance networks.



### SPAAS HARDWARE SALES & ADAPTABLE FINANCING SOLUTIONS

Our **worldwide spare parts service** SPare as a Service™ ensures the **right spare parts are in the right place at the right time**. If commercial or financial pressures are blocking your company's growth, we will support you to **finance your IT requirements with individual financing solutions**, such as for hardware and software, installations, implementations, training or IT services like hardware maintenance.

## AT HOME IN EUROPE; ACTIVE WORLDWIDE



● **Technogroup branches:** Germany, Austria, Switzerland, Poland

● **Evernex branches:** USA, Mexico, Argentina, Brazil, Chile, Ecuador, Columbia, Peru, United Kingdom, Belgium, France, Germany, Spain, Italy, Poland, Turkey, Morocco, Algeria, Egypt, Nigeria, Kenya, South Africa, United Arab Emirates, Saudi Arabia Pakistan, Thailand, Malaysia, Hong Kong, Japan, Australia



Evernex and Technogroup work in more than **165 countries** with **over 1,000 employees** and more than **500 technicians**.

## WHY TECHNOGROUP AND EVERNEX?



Experts in hardware and service in data centres for over 30 years



Over 10,000 satisfied customers from all sizes of companies and from all sectors



Third-Party Maintenance market leader in Germany, Austria and Switzerland, and as part of Evernex one of the leading hardware maintenance providers worldwide



Over 850,000 spare parts and complete systems available at more than 330 logistics locations worldwide





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