

Foundatia Technologies™ Hardware Maintenance Solutions

Foundatia Technologies offers flexible, cost-effective hardware maintenance programs to address our customer's business needs

Through partnership with a leading international service company, Foundatia Technologies provides high quality post warranty information technology services, including hardware maintenance service agreements, remedial software support and professional services. We help companies of all sizes manage their information technology with targeted programs and we provide fast, professional, cost-effective alternatives for multi-vendor platforms, including:

- ✓ DELL
- ✓ EMC
- ✓ HP/Compaq
- ✓ IBM
- ✓ SUN
- ✓ Legacy Systems

With our 24x7 Customer Support Center and our experienced certified engineers, whom average 20+ years experience in the IT industry, we guarantee quick dispatch of one of our locally-based experts to assist in resolving your maintenance issues. Response time is tailored to your specific needs and budget, and ranges from two hours to next business day, depending on your service level agreement. Parts are stored locally to ensure your system is back up and running quickly through our Local Spares Program which fully tests and certifies parts to expedite replacement of failed components. Additionally, we offer a full complement of professional services, including assessment, design, implementation and project management.

Service Benefits:

- ✓ Multi-vendor platform support with recognized depot and breadth of skills
- ✓ Service planning support - based on products, location, parts and availability
- ✓ Flex service - mix and match 24x7 and 9x5 coverage
- ✓ Two hour, four hour or next business day on-site response times
- ✓ Local Spares Program
- ✓ 24x7 access to Customer Support Center
- ✓ Periodic reports detailing trouble tickets and current status
- ✓ Single point of contact and accountability
- ✓ Service equal to or better than the OEM
- ✓ Choosing when to migrate to newer technology
- ✓ Programs that meet customer's business needs

For more information on Foundatia Technologies Hardware Maintenance Solutions, contact your account representative or visit us at www.foundatia.com

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