

SAVE COSTS WITH MULTI-VENDOR MAINTENANCE

Simplify & reduce cost with easier maintenance management

CSI's multi-vendor maintenance service has been designed to address the problem of managing complex multi-vendor environments. Simply put, our service consolidates process and accountability for multivendor maintenance support within your data centre.

Maintenance helps extend the life of IT equipment and improves return on investment. Not limited to server, storage and network hardware maintenance (for all major vendors), but also covering some major software vendors such as Red Hat, Suse, and support on all Open Source software products.

OEM backed support

A fully compliant offering that blends OEM proprietary firmware and software access with 3rd party helpdesk, problem diagnosis, parts and engineers. This is a low-risk alternative to expensive manufacturer support and can yield significant customer savings.

Break-fix only support

A stripped-back offering with 3rd party helpdesk, problem diagnosis, parts and engineers only. This offering is not supported by the manufacturer but is a significantly cheaper alternative for products that are post-warranty or announced end-of-service. We provide a single point solution that reduces cost and complexity when supporting your IT environment.

Key customer benefits: quick, flexible, single point of contact.

The primary goal of the service is to provide customers with a pain-free service that reduces the complexity involved with maintaining heterogeneous IT environments. We provide quick and competitive pricing that doesn't take weeks across all your server, storage and networking hardware needs - regardless of vendor.

We provide flexible contracts with a single point of contact for all your maintenance contracts in order to consolidate costs and contract terms. By consolidating your IT support, we can help you anticipate ongoing OPEX costs and help provision for future infrastructure changes.

We reduce complexity – when problems arise there is often difficulty engaging multiple suppliers to identify the root cause of the problem. Having a single point of contact for your IT support ensures accountability and responsibility across all platforms and vendors.



GROW



SAVE



INNOVATE



PROTECT

How does it work?

Working in partnership with TD Synnex, we offer this service to our clients.

- The solution provides proactive, reactive, onsite and remote IT support for over 30,000 IBM and non-IBM devices.
- We can manage all the IT support needs both insight (server, storage, network) and outside (ATM, POS printers, Apple devices) in the data centre.

This provides an always on, single-point of contact reducing costs and complexity.

Key challenges we help clients overcome

Our multi-vendor maintenance is designed to address problems, such as those listed below, by simplifying process and reducing time spent dealing with multiple vendors and suppliers.

- Managing OEM hardware off warranty
- Management of multiple, complex support contracts
- No single point of contact for all your support
- Overpaying to use OEM post-warranty support services
- Not knowing when renewals start or end
- Extend product life and reduce OPEX

Why work with CSI's Maintenance Team?



End of Support Migration - help with migrations to upgrade from older technologies to newer versions plus ongoing support to take advantage of new product capabilities.



Support - personalised end-to-end support in planning, deployment and migration services coupled with a broad range of flexible services from managed infrastructure to fully managed environment support.



Expertise and Knowledge Transfer - work with our certified technology professionals and benefit from their expertise to optimise your IT investments and get the best return on spend.



Competitive Pricing - leverage our elite buying power to gain competitive pricing and benchmark costs for budgetary comparison to assess the suitability of refresh options.

SPEAK TO OUR EXPERTS

CSI protect, recover, manage, store and secure petabytes of data for organisations around the world. With decades of experience, industry leading technologies, a proven track record and a relish for tackling new problems, we are confident we can deliver the almost – impossible.

Contact your account manager to learn how we can save you costs and simplify your support.

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