

MULTI-VENDOR SUPPORT

Technologent recognizes the problems inherent with multi-vendor maintenance and has developed multiple maintenance solutions to minimize these problems. Technologent offers multi-vendor support solutions that will increase the support accountability for a customers' heterogeneous IT environment by providing one source for all IT maintenance needs. Technologent customers also enjoy a reduction in administrative cycles and complexity by utilizing Technologent's dedicated maintenance team as their single source for all hardware maintenance. In addition, customers often realize a significant maintenance cost reduction by maximizing their one time maintenance expenditure through Technologent. Technologent also offers the "OnePoint" web portal application which allows customers to view and manage their support contracts online as a component of all of our multi-vendor maintenance solutions.

Next Day Support

Onsite help from a trained service professional Monday through Friday, 8:00 a.m. to 5:00 p.m., excluding nationally recognized holidays.

Select Support

Four-hour target response time from the time of dispatch for onsite help from a trained service professional Monday through Friday between 8:00 a.m. and 5:00 p.m. local time, excluding nationally recognized holidays.

Elite Support

Two-hour target response time from the time of dispatch for onsite help from a trained service professional on a 24 x 7 x 365 basis.

Standard Features Include:

- Customized levels of Onsite & Telephone Support
- Equipment Relocations
- Microcode Feature and Functionality Upgrades

Support plans vary based on your equipment, availability requirements and budget.

OnePoint: Asset Management

Technologent OnePoint portal simplifies asset management by providing a unique, single-point portal to information from multiple vendors. By providing proactive status information and reducing the complexity of asset management to our customers, OnePoint streamlines maintenance for vendor hardware support.

- Single, Web-Enabled Portal
- Auto-Notification Capabilities
- Custom Views
- Contract Adjustment Management
- Automatic Download of Service Contract Information
- Asset Management and Search Tools

For additional information on Technologent's Multi-Vendor Support, please contact your local Enterprise Support Manager or service@technologent.com.

