Post-Warranty Maintenance

Extend the life of IT assets! DataSpan's post-warranty maintenance solution covers most major enterprise server, storage & networking platforms and our OEM certified engineers are able to support multiple generations of equipment, in multiple data centers, even across multiple GEOs. The cost savings of our maintenance program is significant and we can customize SLAs. (Ex: 6-12 months)

Servers

**IBM - Lenovo - HPE
Dell - Cisco - Oracle**

Storage & SAN

**EMC - NetApp - IBM
HPE - Dell - Brocade**

Networking

**Cisco - Juniper
HPE - Aruba**

Service Level Agreements

Our experienced account managers will work with your team to customize a thoughtful and comprehensive support contract that suits all of your needs & requirements. DataSpan offers the same SLAs as the OEM, but with more flexibility and customization.

PREMIUM - 24x7x4 On-site 4hr Response Mission Critical Support

ENHANCED - 8x5 NBD On-site Non-Mission Critical Support

BASIC - 8x5 NBD Parts for Customers with Redundant Systems

24x7x4 Domestic Call Center

We are one of the few maintenance providers who has our own state-of-the-art 24x7x365 support center that gives you access to phone support and our highly efficient on-line ticketing system. Open and track all of your tickets, review account history & escalate or close your issue's status.

On-site Spares & Parts Planning

We use industry best practices in parts analysis and planning, and have a proven methodology to ensure that we are well-equipped to support every maintenance contract effectively. We will send a field engineer on-site to audit any high failure rate components we can arrange to stock locally.

Level 3 & 4 Engineering Expertise

Our OEM certified engineers are some of the best in the world and have over 80 certifications to ensure you'll receive the highest level of support and problem resolution. Our engineers are also more than happy to provide knowledge transfer when appropriate to help educate your staff.

Monitoring & Remote Support

Our 24x7 remote monitoring / call home feature matches the ease of use and the proactive capabilities of the OEM's. We will remotely monitor your system's health and pro-actively take action if required to fix and resolve any issue before you even know there was a potential problem.