



US Inquiries: 888-287-9202
Canadian Inquiries: 800-554-5179
www.decisionone.com

Data Center and High Availability Services

DecisionOne provides a flexible suite of services that are specifically designed to support business and mission critical environments by minimizing systems downtime and increasing systems efficiency and performance, while reducing operating costs. DecisionOne supports and maintains more than 745 manufacturers' products, of which 130 are high availability manufacturers including IBM, Sun, HP/Compaq, Dell, EMC, Cisco, and HP/DEC. Our multi-vendor, single point of contact service model includes coordinating maintenance for equipment under OEM warranties and seamlessly supporting them as they move under DecisionOne post-warranty maintenance support.

Full Maintenance

DecisionOne's maintenance services include dispatched or dedicated hardware support models, "call home" remote diagnostics, operating system (OS) support, warranty management, and post-warranty support. Service contracts are also available for preventative and predictive maintenance, local or centralized sparing, advance exchange (equipment swap), depot repair, staging and integration, and staff augmentation services.

Labor-Only Maintenance

For OEMs seeking to outsource warranty services or outsourcers looking for labor-only warranty support, the clear choice is DecisionOne. Our authorized warranty offerings include labor-only and enhanced or uplifted maintenance support dispatched to your customer's site as needed. Uplifted or enhanced maintenance support is also available to customers who require additional, cost-effective services above and beyond what the OEM warranty provides. Several types of labor-only in-warranty or out-of-warranty services are also available for manufacturers and resellers of custom or limited run products, such as white boxes, kiosks, and other specialty equipment.

IBM Back-Line and Self-Maintainer Support

DecisionOne offers quality IBM back-line support maintenance services including enhanced technical training, spare parts (onsite or available next business day), "call home" diagnostics and remote monitoring, tier 3 technical support, depot repair services, and time and materials onsite maintenance as needed. For organizations motivated to provide their own maintenance beyond the basic warranty period on IBM equipment, DecisionOne's IBM self-maintainer support is also available. Through this program, you can continue the self-maintainer support OEMs end after their initial warranty period.

Deployment (IMAC)

Equipment designed for high availability operation requires narrowly defined operating environments and special handling. Installing, moving, adding features, or changing microcode/software and hardware all require skilled technical support, effective timing, and precise coordination. From initial site surveys, to recommendations for environmental modifications, to performance assessments, DecisionOne has the skills, technical and program management experience, and geographic footprint to manage all aspects of high availability deployment.

Operating System Support

By combining both hardware and OS maintenance, DecisionOne can extend the service life of your costly IT infrastructure investments. Many organizations find themselves dependent on legacy platforms that the OEM abandons at End Of Service Life (EOSL). This may include critical applications that have not or cannot be immediately migrated to new platforms. For these customers, additional remote and onsite support for their EOSL mainframe or server operating systems is available.

Supported Technologies

- IBM Mainframes
- Midrange Systems
- High End to Entry Level Servers From All Tier 1 Manufacturers
- Tape Storage Facilities
- NAS/SAN/DASD Storage
- High Availability / High Volume Printers
- Peripheral Devices (Controllers, Monitors, Modems, etc.)

Why DecisionOne

- Single source, multi-vendor technology support provider with integrated onsite, remote, and logistics capabilities
- 50+ years experience providing reliable managed service delivery in complex environments to more than 5,000 customers across 745 manufacturers
- Broad geographic reach with 2,500+ DecisionOne W-2 technology professionals throughout the U.S. and Canada
- Scalable, immediate infrastructure capabilities that support strategic partnerships with outsourcers, OEMs, and resellers and their commercial and public sector customers
- Flexible and cost-effective delivery model including hub-based shipping/receiving locations, ISO certified facilities, ITIL-based quality programs, continuous training and certification, and customizable service solutions

DecisionOne is a premier partner to hardware OEMs and IT Service Providers, delivering reliable, low-cost maintenance and support solutions. We leverage our comprehensive North American service footprint along with best-practice frameworks and methodologies to support data centers, desktop/notebook environments, networks, printers, and specialized equipment. We excel in complex and demanding environments by tailoring our onsite, remote, and logistics services to create positive business and operating results.

Visit us on the web at www.decisionone.com