



## Tri-Net: Trifecta's Hardware Maintenance and Support Offering

We provide an alternative to costly manufacturer maintenance to support your IT assets beyond their warranty or service agreement. **Tri-Net** can offer a customized global solution to extend the lifecycle of your hardware while protecting your bottom line.

Trifecta can tailor a program based on your specific requirements that can complement any existing coverage that you may have and significantly lower your costs on equipment maintenance where it makes sense.

### HOW WE DELIVER THIS SERVICE



#### Help Desk

- 24/7/365 Live Response
- Level 1 - Level 3 Capabilities



#### Parts Logistics

- 4 hour or NBD SLAs
- On-Site Sparing
- 700+ Forward Stocking Locations



#### Engineering

- Tech to Site Field Engineers
- Comprehensive Service Portfolio
- 24/7/365 Response

### Why Choose Tri-Net?

- Savings of 30 – 60% relative to OEM support
- Increase ROI by extending equipment life and slowing down costly refresh cycles
- Support legacy and EOL equipment
- TAC support
- Portal to enter and track tickets and coverage dates
- Flexibility of coterminous agreements and adjustable coverage
- Customization of contracts can be designed as parts only, onsite labor only – or both
- Streamlined support and paperwork so you don't have to worry

#### HERE ARE THE EQUIPMENT TYPES WE CAN SUPPORT IN YOUR BUSINESS

<b>Networking</b>	Cisco, Brocade, Ruckus, Extreme, Juniper, F5, HP
<b>Servers</b>	Dell, IBM, HP, SUN, Oracle, SuperMicro, Lenovo
<b>Servers Blades</b>	HP, Dell, IBM, Cisco
<b>Data Storage</b>	EMC, NetApp, Dell, HP, HDS
<b>Tape Storage</b>	ADIC/Quantum, Qualstar, STK

Tri-Net is the safe, smart choice for budget-minded decision-makers who are looking for **quality support and maintenance** while reducing costs.