


# COMPARISON OF IT INFRASTRUCTURE MAINTENANCE AND SUPPORT OPTIONS

		OEM SUPPORT
<b>TAC Support</b>	24x7x365 live answer from our US-based help desk. Faults can be reported by phone, email, or personalized portal. 85% first call resolution	Mixed experience, sometimes rely on offshore resources
<b>iOS Updates</b>	No, but not available, or needed for legacy equipment. Don't pay for what you won't use	Yes, but iOS updates are generally only released early in a product's lifecycle
<b>Part / Tech to Site</b>	Yes	Yes
<b>Pricing</b>	50-90% off list	10-20% off list and pricing increases as assets age
<b>Customizable SLAs</b>	Wide range of SLAs, whatever you need we can do	Rigid
<b>Early Termination</b>	Early termination, gap coverage, and co-term options available. Customize your expiration dates for one easy to manage annual renewal	No
<b>Suitability by Equipment Age</b>	Best for mid and end-of-life equipment (3+ years from product launch, not purchase date) where iOS updates are no longer coming	With new tech comes issues requiring patches and updates. Utilize OEM support on any equipment that is within 3 years of its launch date. Once it goes EOSL, save money with TriNet
<b>Customer Portal</b>	Customized user-friendly portal with all ticket information and updates available in one place, in real time. View covered assets, contracts, manage users, etc. All in one place, even including devices not on TriNet support, so you have all the information you need well organized and in one place	Nothing like TriNet where you can see all assets in one place
<b>Multi-Vendor / Platform Support</b>	Yes, have assets from multiple vendors on the same contracts? We can support single or multi-vendor contracts utilizing certified specialists covering a wide range of vendors and platforms. From networking to storage to server, TriNet has you covered	No, each OEM will require their own contract
<b>Individualized Attention</b>	Yes, you matter. Low account-to-engineer ratio ensures you have the support you need when you need it. Once the fault is reported, a certified engineer from Tier I to III will be assigned and working the case toward resolution quickly	No, you're just a number to the OEMs
<b>Ease-of-Use</b>	Seamless escalation, no hoops to jump through, response times 5x faster than OEMs, single point of contact for all billing and contract questions / changes	C'mon, they're the OEM. You wouldn't have gotten this far if you didn't know they're not exactly easy to work with

# 3 COMPONENTS OF ANY SUPPORT AGREEMENT FOR SERVERS, STORAGE AND NETWORK DEVICES

## 1 HELP DESK

- 24/7/365 US-Based Live Response
- Tier I to III Capabilities

## 2 PARTS LOGISTICS

- 2 and 4-Hour or NBD + SLAs
- On-Site Sparing
- Global Capabilities with 700+ Forward Stocking Locations

## 3 ON-SITE FIELD ENGINEER

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



## TRI-NET'S SIMPLE ISSUE RESOLUTION PROCESS



1

Open a trouble ticket by calling your dedicated number, sending an e-mail or using your portal

2

Your Tier 1 support moves into action collecting necessary information regarding your problem description and any error logs



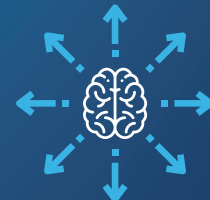
3

If your issue is complex and requires higher level support, your response team will activate the Rapid Escalation Methodology



4

If it is determined your part has failed, logistics take over and immediately ship a replacement in accordance with SLAs



5

If the replacement (or contract) requires a tech-to-site, one will be dispatched to your location to replace the part and restore your system

