



# *Integrated* ServicePartners

## The IT Industries Only Third Party Maintenance Distributor

### The Best IT Service Companies from a Single Point of Contact

Why limit your company to just one Third Party Maintainer (TPM)? ISP saves clients time and money through consolidating and managing multi-vendor support contracts. Since 2003, ISP has vetted and built partnerships with the best service companies around the globe. We source from OEM, OEM authorized and select third party maintenance organizations to build a complete service solution suited to your IT asset age and location.

### The ISP Advantage:

- Customer access to **CloudServe**, ISP's web-based proprietary contract management and ticketing portal. Add and manage support contracts from any provider and use the portal as a single point of reference for all items under contracts. Open all tickets & view all service activity in one efficient process, regardless of which specialized service entity is performing the repairs.
- Significant costs savings. Our TPM platform is designed to meet your budget and performance requirements without sacrificing quality or reliability. Save as much as 40%-80% off your OEM maintenance and support costs.
- Extended life of existing infrastructure, which can significantly reduce CapEx and OpEx.
- Onsite and Advanced hardware replacement options (Next Business Day, 4 Hour, Onsite Spare, and Field Support).
- Global 24x7 access to certified technicians with hands-on networking, server, storage and infrastructure experience.
- Multi-generation hardware support, including OEM end-of-life (EOL) equipment.



INTEGRATE IT ONLINE, DO IT ALL WITH ISP



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## **Extend End-of-Life**

Manufacturers often announce a product end-of-life (EOL) long before equipment upgrade or replacement is necessary. ISP offers full support of current and previous generation equipment (for as long as you own it). This allows you to extend the life of your existing infrastructure and puts you in control of your refresh and upgrade cycles, leading to significant reductions in CapEx and OpEx.

## **Access to Global Experts**

Our network of technical support engineering teams encompass an industry balance of expertise and service. Our teams' decades of root cause analysis and resolution identification provide an accurate benchmark, predictive key performance metrics and trend modeling (including mean time-to-failure and early failure predictors). ISP support teams are backed by the industry's best engineers with hands-on infrastructure experience and offer personalized, 24x7 support for your infrastructure environment.

Access to all of these best in class service providers and contract detail is available at just one web-site.

## **ISP Report Card**

- Customer Retention Rate: 97%
- SLA's Met: 99%
- Inventory Accuracy: 99.8%
- First Trip Fix Rate: 92%
- Supporting 500,000+ devices through *CloudServe*

Learn more at [www.ispfix.com](http://www.ispfix.com) or call us at 1-800-ISP-9194



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