

Integrated **ServicePartners**

GLOBAL IT HARDWARE MAINTENANCE & ASSET TRACKING

The IT Industries Only Gartner Recognized Third Party Maintenance Distributor

If you are looking for a way to expand your value proposition and drive more service revenue and margin without adding cost or infrastructure, Integrated Service Partners (ISP) is your answer.

ISP provides a single source for consolidating, purchasing, managing and renewing service maintenance contracts. We are the industries only true Channel only distributor of Third Party Maintenance (TPM) backed by our 'white-labeled' **CloudServe** portal platform.

The ISP Advantage:

Customer access to **CloudServe**, ISP's web-based proprietary contract management and ticketing portal. This SaaS platform is 'white-labeled' as the Channel Partner and login box placed on your website. Why have your end user clients directed to other TPM or partner portals when they can access it all from yours!

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.

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. ISP has vetted and built partnerships with the best service companies around the globe to provide a complete service solution suited to your clients IT asset age, manufacturer and location. No single TPM can truly maintain everything, whereas through ISP you can!

INTEGRATE IT ONLINE, DO IT ALL WITH ISP

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Benefits to your End User Clients

- Significant costs savings. Our TPM platform is designed to meet your clients budget and performance requirements without sacrificing quality or reliability. Save as much as 40%-80% off the OEM maintenance and support costs.
- Extended life of existing infrastructure, which can significantly reduce CapEx and OpEx, until they are ready for hardware refresh.
- Onsite and Advanced hardware replacement options (Next Business Day, 24x7x4 Hour, Onsite Sparing, Field Support, etc).
- Global 24x7 access to certified technicians with hands-on networking, server, storage, printer, POS and infrastructure experience.
- Multi-generation hardware support, including OEM end-of-life (EOL) equipment.

ISP's Managed TPM 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*

ISP service footprint includes, but not limited to:



DELL EMC



Lenovo



BROCADE

HITACHI
Inspire the Next

JUNIPER
NETWORKS



Liebert

LEXMARK

Honeywell
Intermec



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Learn more at www.ispfix.com or call us at 1-800-ISP-9194

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