

## HARDWARE MAINTENANCE

# Premium Hardware Maintenance

The success of your IT department is measured by the availability of your computer systems. Protection in the event of an unplanned outage requires the best technical resources, call management systems and parts stocking available. Interactive is your availability solution.

### **SPECIALISED SERVICE**

Interactive has more manufacturer trained and certified engineers per maintained device than any other service provider in Australia and New Zealand. This enables us to deliver an unsurpassed first call resolution rate of 96%.

### **100% PARTS AVAILABILITY GUARANTEE**

All parts are stocked locally for systems under maintenance – no delays due to parts being shipped from interstate or overseas.

### **DEDICATED ENGINEERS**

We dedicate one or more engineers to your account. This familiarity with your critical IT infrastructure and personnel delivers highly effective responses in all situations.



### **FAST FACTS**

- Australia's largest multi-vendor hardware maintenance provider
- 30 year unbeaten track record in hardware maintenance and support
- ISO 9001 and ISO 27001 certified
- Supporting 2,500 customers across A/NZ
- Supporting over 25,000 locations across A/NZ
- 300,000 hardware devices under maintenance
- 500+ staff with more in our A/NZ agent network
- 150+ hardware engineers



FOR FURTHER INFORMATION CALL  
**1800 INTERACTIVE**

## MULTI-VENDOR

Interactive provides maintenance coverage for a wide range of vendors. These include Cisco, IBM, Lenovo, HP Enterprise, Dell/EMC, Sun/Oracle, Riverbed, Quantum, Juniper, Fortinet, F5, 3Par, NetApp, APC, Apple, Pure Storage and UPS devices.

## AUSTRALIAN & NEW ZEALAND COVERAGE

We support your hardware platforms with an A/NZ network of highly experienced service engineers. Interactive is ISO 9001 quality and ISO 27001 information security accredited.

## SERVICE LEVEL AGREEMENT

We can tailor service levels to meet or exceed the changing needs of your business, from standard 4-hour on-site response to high availability 2-hour on-site service for your most critical devices.

## NO END-OF-SERVICE LIFE

You never have to worry about manufacturer End-of-Service Life for your IT systems. Interactive will maintain the equipment that runs your business for as long as you need it.



## KEY DIFFERENTIATORS

- ✓ 100% parts availability guarantee
- ✓ 24x7x2 hour onsite SLA
- ✓ 98% SLA achievement
- ✓ 24x7 Australian-based Service Desk
- ✓ Dedicated engineers
- ✓ 10 minute rapid phone response by field engineers
- ✓ Premium service with a 96% first call resolution
- ✓ Pre-agreed pricing for future device additions

## INTERACTIVE CAN MAKE YOUR LIFE EASIER

- **One point of contact** for hardware support on IBM, HP, Dell, SUN/Oracle, Cisco, EMC, Juniper, Riverbed, Huawei, Fortinet, Quantum, UPS devices and many others
- **Free 'Call Management'** of devices while under vendor warranty
- **Pay by the month options**, providing flexibility and ability to decommission devices with 30 day's notice
- **Continuous maintenance beyond initial term**, meaning no more managing multiple maintenance renewals and keeping track of maintenance expiry dates
- **No End-of-Life** for devices we support directly



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