IT MAINTENANCE DELIVERED BY AGILITAS

Leading 'Inventory-as-a-Service' specialist Agilitas provides customers with first class maintenance support across a vast array of IT Infrastructure and Data Centre equipment through their Inventory Assure service. This suite of flexible support options provides comprehensive service levels that ensure maximum "uptime" regardless of product or geographic location.

Service overview

The Agilitas Inventory Assure service aims to increase the availability of your IT infrastructure. Agilitas' technical experts work with your IT team to help resolve hardware problems accross a wide range of server, storage and networking products.

All hardware products supported by Inventory Assure receive access to remote diagnosis and technical support, hardware replacement/repair and onsite engineer (for + Packs) if required to resolve an issue. Customers can choose from a set of comprehensive support levels to meet both business and operational needs.

Service levels

Agilitas Inventory Assure offers a variety of response times to meet your specific service requirements.

Inventory Assure comprises of three distinct service levels for IT part replacement:

> **Inventory Assure Bronze - NBD Service**
> **Inventory Assure Silver - 24x7x4hr Service**
> **Inventory Assure Gold - 24x7x2hr Service**

The Agilitas Inventory Assure service portfolio also offers the same three service levels with the inclusion of an onsite technical engineer to replace the faulty component or device. This enhanced service is inclusive of the **Bronze+**, **Silver+** and **Gold+** service packs.

Where we can assist

> When technology firms need a strategic service partner to manage all their server, storage and networking inventory and engineering needs

> Provide a trusted, service-centric, vendor agnostic outsource partner

> Looking to increase service performance and enhance your value proposition to your customer

> Expand your geographic reach and technical skills

> Access flexible multi-vendor support contracts

Supported vendors

One of Agilitas' main differentiators, and reason for their unrivalled service excellence, is their vendor agnostic approach to service delivery. Agilitas' one-stop-shop provides customers with a single point of contact regardless the technology or product. As a result, support contracts can be tailored across multiple SLA's to facilitate the end users' specific requirements.

Agilitas provide a comprehensive portfolio of supported vendors with a selection highlighted below...

Server

HP, Dell, IBM, Lenovo, Fujitsu, Cisco, SUN

Storage

HP, Sun, Hitachi, Dell, IBM, Lenovo, EMC, NetApp, Quantum

Networking

Cisco, HP, Juniper, Extreme, Brocade

Why partner with Agilitas

> Channel-only, non-competitive, white label business model
> Multi-vendor expertise providing a one-stop-shop solution
> 24x7x365 Agilitas service desk providing full in hours and out-of-hours support
> Up to 2hr tailored SLAs to align with market demands

> European coverage with access to global support network
> Proactive service management reporting to drive continual improvement
> Single-point-of-contact through a dedicated Account Manager

Agilitas value

Agilitas' channel model delivers four key value propositions to our channel partners. Service, Commercial, Operational and Portfolio all combine as part of the 'Agilitas Value Pyramid' to provide partners with a unique differentiator to enhance their own service proposition. Those values include the following…
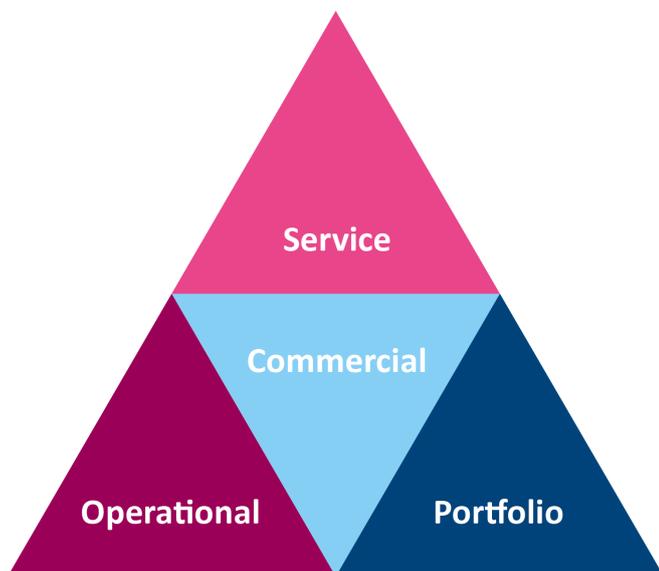
Service

> Flexible alternative to OEM support
> Right part, right place, right time
> Increase SLA performance
> Improve renewal rates

Commercial

> Reduce CAPEX investment
> Minimum 30% cheaper than OEM equivalent
> Improve competitiveness / margins
> Increase service attach rates

Operational

> Remove inventory management overhead
> Sophisticated FSL infrastructure to meet SLAs
> Complements partners engineering capabilities
> Reduces administration

Portfolio

> Multi-vendor / Multi-technology
> Support for 'in life' and 'legacy' products
> Leading technical training programme
> 24x7x365 technical support

Agilitas Inventory Assure Service Pack Features	Inventory Assure Bronze	Inventory Assure Bronze +	Inventory Assure Silver	Inventory Assure Silver +	Inventory Assure Gold	Inventory Assure Gold +
Centralised UK support desk	✓	✓	✓	✓	✓	✓
Remote diagnostic support	✓	✓	✓	✓	✓	✓
Next business day part replacement	✓	✓				
4 hour part replacement 24x7			✓	✓		
2 hour part replacement 24x7					✓	✓
Onsite engineer to replace faulty part		✓		✓		✓