PIVOT

Powering the Digital Journey

Data Center Maintenance Services

Providing flexible, cost-efficient, SLA-driven maintenance agreements for server, storage, and network equipment anywhere in the world.

Manufacturers have recommended refresh cycles for their equipment, but it can be difficult to justify the cost and business disruption of replacing gear that still has useful life. Organizations are opting instead to purchase maintenance agreements that ensure rapid support and replacement in the event of equipment failure.

Whose maintenance agreement should you choose? Hardware maintenance is a significant line item in the typical IT budget, yet it is increasingly considered a "nonstrategic" expense. According to Gartner, many organizations are switching to third-party maintenance agreements to save money and gain greater flexibility.

Third-party maintenance can offer savings of up to 70% off original equipment manufacturer (OEM) contracts while extending the life of IT assets. Flexible contract terms make it possible to delay upgrade projects according to business needs.

Pivot Technology Services has developed a Data Center Maintenance program that provides responsive yet cost-efficient support for mission-critical server, storage and networking equipment. Our solution delivers all the benefits of third-party maintenance in an SLA-driven program that meets the most stringent IT requirements.

Key components of the solution include:

- Online service request and tracking portal
- Free integration with your monitoring and ticketing systems
- 24x7 remote technical support with 30-minute engineering callback
- Field engineers with more than 40 hours of technical training, on average
- Rapid replacement of failed hardware
- Spare parts availability at forward stocking locations worldwide
- Single point of contact across multiple OEMs
- Service-level agreements (SLAs) to meet your business requirements
- Monthly, annual, or multiyear billing with 30-day penalty-free cancellation

The program is backed by Pivot's Client Care Governance model, which provides a framework for the centralized coordination of resources needed to ensure the success of IT programs and initiatives. Your Client Success Manager assumes responsibility for all areas of the program, and serves as your single point of contact with Pivot's internal and external teams.

Benefits at a Glance

$ Up to 70% Savings Off OEM Maintenance

24x7 Support with Rapid Onsite Response

✓ SLA-Driven Program with 99% of SLAs Met

Highly Trained and Certified Technicians

🌐 Global Coverage

Flexible Contract Terms

Streamlined, Responsive Support

When a covered device fails, simply open a ticket or call the 24x7 support desk. The program can also be linked to devices that have an automated "phone home" feature. A highly trained engineer will call back within 30 minutes, and may remotely troubleshoot the device to identify the root cause of the problem. A local field technician will quickly locate a replacement device or spare part, and arrange for onsite service according to the SLA.

SLA-Driven Solution

Pivot has developed a unique set of key performance indicators (KPIs) and measurements that drive continuous process improvement. Our Data Center Maintenance Services are SLA-driven, with 99% attainment of SLAs.

Flexible Contract Terms

OEMs will typically not entertain a contract of less than a full year. With Pivot's solution, you can obtain a short-term contract and cancel any time with 30 days' notice. You can pay a year or more in advance and receive a full refund upon cancellation.

Expertise across Multiple OEMs

We support equipment from more than 400 different manufacturers, and are continually adding new OEMs to meet our customers' requirements. This eliminates the need to contact multiple vendors for support.

Highly Trained and Certified Personnel

Our engineers and technicians have logged more than 12,000 student hours in six regional training centers. We have more than 200 Certified Field Service Engineers, with a 3:1 ratio of engineers to equipment to ensure rapid response.

Complimentary Site Audits and Integration with Customer Tools

Our engineers will go onsite to collect asset data and identify older equipment that may not have warranty coverage. We can also integrate our platform with your monitoring and ticketing system to provide more timely alerts, better insight into your environment, and greater value from your existing systems.

Reporting and Tracking

Pivot's Client Care Governance Framework gives you complete visibility into our processes and KPIs. Reports offered with the service include total tickets per month, mean time to repair, percentage of SLAs met, and percentage of times an issue was resolved on the first trip.

Key Benefits

Pivot's Data Center Maintenance Services enable you to:

- Reduce maintenance expenses. Low-cost monthly, annual, or multiyear pricing options include spares, tech dispatch, and SLA-based response and resolution.

- Extend equipment lifecycles. Our solution provides support for hardware that is beyond the OEM warranty, including decades-old equipment.

- Reduce onsite tech headcount. Badged technicians are dispatched per the SLA to any location, customer or co-lo, with the replacement part in hand.

- Ensure the availability of replacement parts. We maintain an inventory of more than 300,000 parts from more than 400 vendors in forward stocking locations worldwide, with no additional charge for spares stocked at your locations.

- Gain global, around-the-clock coverage for multiple locations. Our solution ensures consistent 24x7 support by highly trained technicians for all your locations worldwide.

- Consolidate support agreements for all types of equipment. Pivot's Level 1 support team serves as a single point of contact for devices from multiple manufacturers.

- Improve support processes. Root cause analysis, a well-defined escalation path, and thorough documentation enable us to meet 99% of SLAs.

Pivot's Client Care Framework

Based upon Six Sigma, ITIL and other industry-standard methodologies, Pivot's Client Care Framework provides a foundation for IT governance and operational excellence. It is designed to connect the needs of key stakeholders and develop a unified strategy to better align IT resources with business demands.

The Framework also ensures the accountability of Pivot teams working in partnership with the customer. KPIs and other metrics are tracked to ensure that performance requirements are met. Processes are benchmarked against goals and objectives, helping to drive improvements and further enhance business alignment.