

# Hardware Maintenance and Support

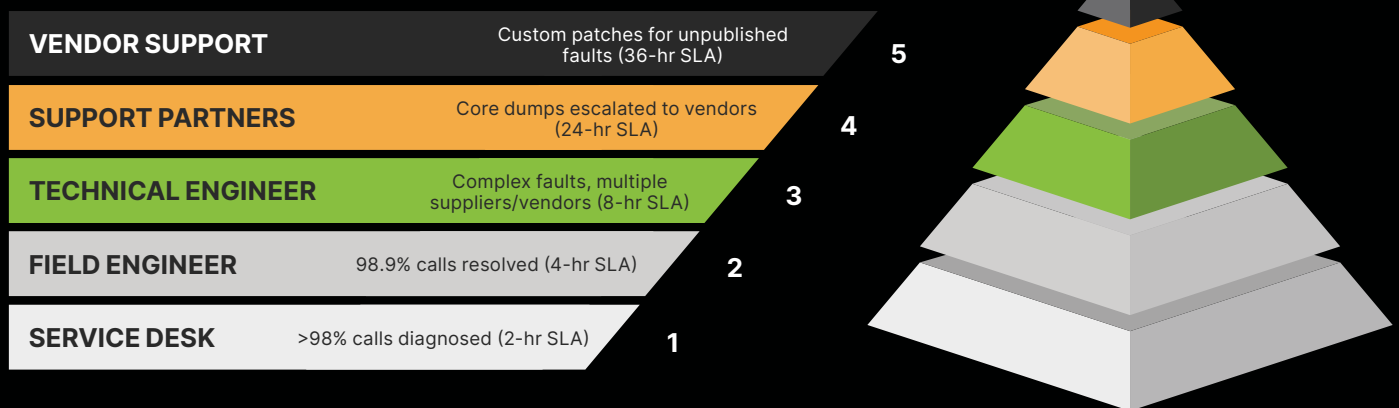
24/7 ALL-IN-ONE SUPPORT

**Amidata are global specialists in data protection, availability and infrastructure lifecycle. We help protect your most critical assets from today's threats.**

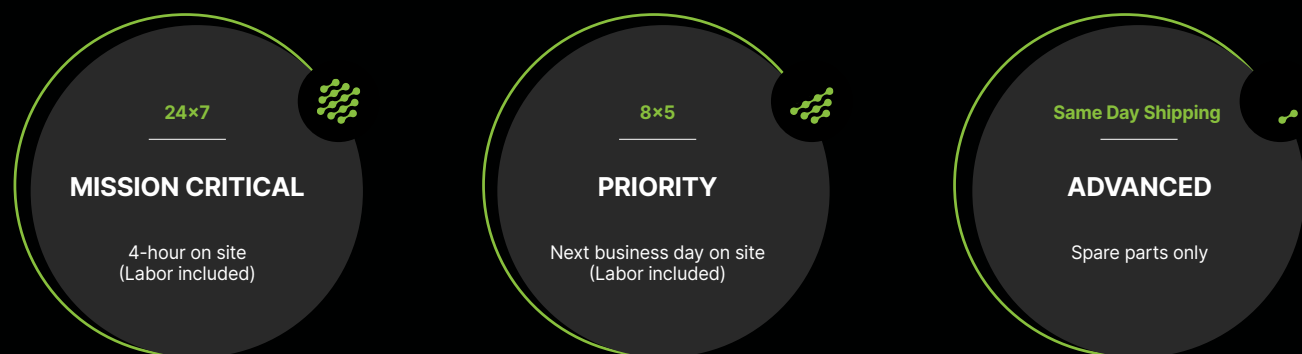
## WHY CHOOSE AMIDATA FOR HARDWARE MAINTENANCE AND SUPPORT?

- ✔ Tailor-made Service Level Agreements to meet your needs
- ✔ One trusted partner providing multi-vendor support in over 150 countries
- ✔ Fast and personalised on-site support
- ✔ Secure hardware that is always up to specifications
- ✔ Comprehensive Global Parts Strategy with all device components stored in the nearest capital city or within 30km of that maintained device
- ✔ Single port of call for all major vendors, allowing you to consolidate all hardware maintenance under a single agreement and support model

## AMIDATA SERVICE MODEL



## SERVICE LEVEL AGREEMENTS



## SOFTWARE SUPPORT

Amidata delivers client support for your network devices, storage arrays, servers/blade & chassis and tape libraries, including providing:

- ✓ Proactive firmware requests
- ✓ Proactive patch request
- ✓ Software troubleshooting and bug analysis
- ✓ Crash and reboot analysis
- ✓ Log analysis
- ✓ Proactive microcode requests

## OUR VENDORS:

### NETWORKING



### STORAGE



### SERVER



## OUR CLIENT BASE INCLUDES:

Pilipinas Teleserv

IEMOP  
INDEPENDENT ELECTRICITY MARKET OPERATOR  
PHILIPPINES

KPMG

HANSEN

Australian Government  
Defence

imb  
bank

smeg

TELIX  
PHARMACEUTICALS

TESCO  
mobile

The Westmead  
Institute  
FOR MEDICAL RESEARCH

FleetPartners

Tel io

Here is what **Robert P from Comsec** had to say about the Amidata service and delivery.

*"We have high security, high performance and high uptime demands for our critical infrastructure. We have leveraged Amidata's expertise to help design, deliver and deploy a mission critical solution to help meet ours and our customer's needs across Australia."*



Protect your data, protect your reputation.

Contact Amidata today on **1300 426 432**,

email us at **sales@amidata.tech** or visit **amidata.tech** today.

Amidata is an Australian-based international company offering specialist data protection services. We help you ensure that your valuable data resources are always secure, backed up and performing at their best. We offer advice, solutions and support, along with a utility-based pricing model. This will help you break free of resource constraints and give you the peace of mind of knowing that your data is fully protected.

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