Hardware Maintenance and Support
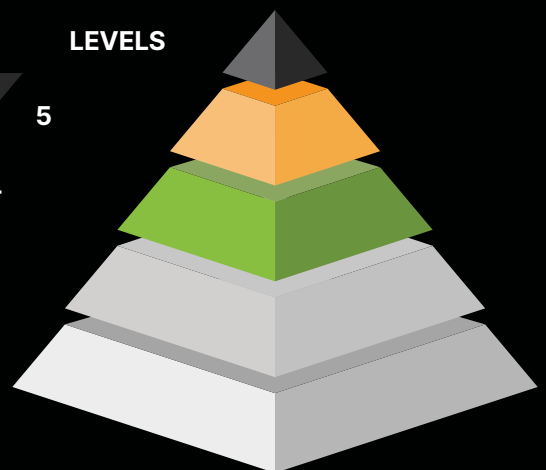
24/7 ALL-IN-ONE SUPPORT

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

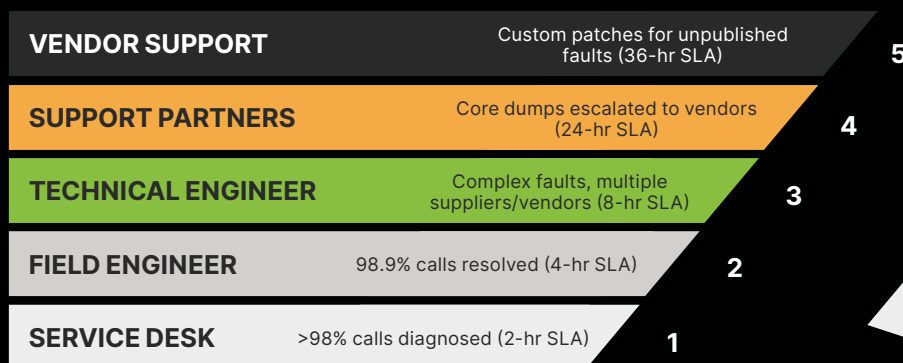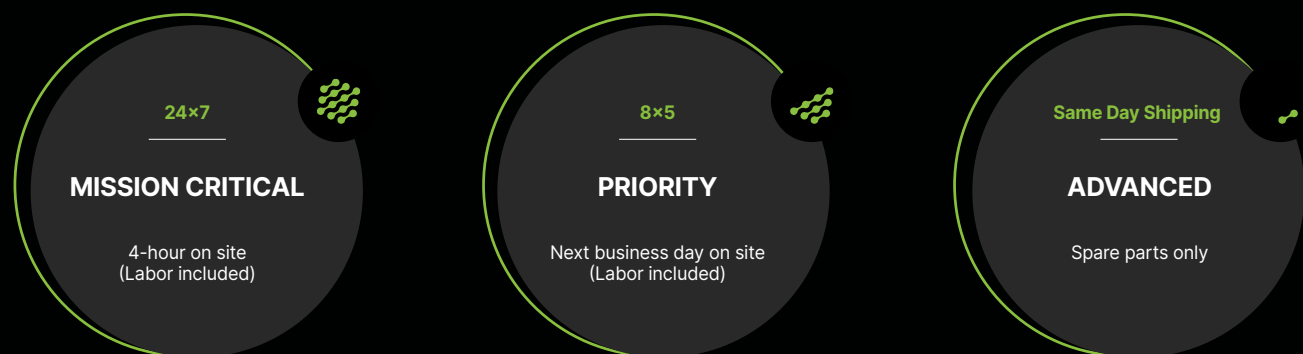## WHY CHOOSE AMIDATA FOR HARDWARE MAINTENANCE AND SUPPORT?

- ⊘ 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

LEVELS

VENDOR SUPPORT	Custom patches for unpublished faults (36-hr SLA)	5
SUPPORT PARTNERS	Core dumps escalated to vendors (24-hr SLA)	4
TECHNICAL ENGINEER	Complex faults, multiple suppliers/vendors (8-hr SLA)	3
FIELD ENGINEER	98.9% calls resolved (4-hr SLA)	2
SERVICE DESK	>98% calls diagnosed (2-hr SLA)	1

SERVICE LEVEL AGREEMENTS

24×7

MISSION CRITICAL

4-hour on site
(Labor included)

8×5

PRIORITY

Next business day on site
(Labor included)

Same Day Shipping

ADVANCED

Spare parts only

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

CISCO

f5

JUNIPER NETWORKS

DELL EMC

BROADCOM

Hewlett Packard Enterprise

STORAGE

IBM

NetApp

SUPERMICRO

HITACHI

DELL EMC

Hewlett Packard Enterprise

SERVER

Hewlett Packard Enterprise

Lenovo

CISCO

ORACLE

SUPERMICRO

IBM

OUR CLIENT BASE INCLUDES:

Amidata

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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