



Maintenance Defined - SirviS MD

The Revolutionary Alternative to High Cost TPM Contracts



SirviS
Global Super Network



Today's sophisticated IT equipment no longer aligns with conventional high-price support contracts that were required for older, more complex systems.

Current equipment is more straightforward, fault tolerant and features built-in redundancy, enabling the technology to safely remain in 'degraded status' for extended periods. This evolution has significantly reduced the criticality for maintenance contracts with 4-hour response SLAs. More importantly, it has rendered the conventional support model with high premiums and costly upfront annual commitments as largely unnecessary.

Why Choose SirviS MD?

- ✓ **Pay per incident only** – with minimal subscription
- ✓ **Potential savings 40% - 75%** vs conventional support contracts
- ✓ **Significantly** reduced Opex spending
- ✓ **Transparent**, guaranteed ROI model
- ✓ **Global access** to SirviS service technicians and OEM parts
- ✓ **Veteran team** committed to support delivery



New Approach for Server/Storage/Network Maintenance

SirviS has revolutionized the traditional high-priced support model with its innovative pay-per-incident model.

SirviS MD offers a practical approach to your on-demand maintenance contract: a guaranteed Next Business Day (NBD) SLA commitment for the majority of your data center, and 24/7/4 support for your most critical systems. Enterprises are charged a minimal subscription fee and then pay only when service or parts are needed. The risk of high costs is eliminated completely with SirviS's not to exceed (NTE) maximum cost amount.



Guaranteed Savings:

Avoid the high, unnecessary upfront costs of long-term maintenance contracts with SirviS MD's pay-per-incident service with NTE cap.



Practical SLA Commitment:

4-hour SLAs are typically tied to high premiums, and are truly no longer necessary with today's advanced systems. Our NBD SLA commitment is ideal for anything but your most ultra-critical systems.



Same Trusted Service:

If you think your TPM has exclusive access to parts or top-tier technicians, think again. SirviS MD provides the top-quality hardware and service support you have come to rely on to keep your business running smoothly.



Seasoned Professionals:

SirviS's team is comprised of industry veterans with decades of experience providing hardware maintenance and professional service to enterprises around the world.

SirviS MD

Contract Includes:

- ✓ Minimal subscription cost
- ✓ On-demand, pay-as-you-go maintenance contract
- ✓ Parts + technician (as required by customer)
- ✓ NBD SLA commitment
- ✓ 24/7/4 support for ultra-critical systems
- ✓ Not to exceed (NTE) maximum amount on total out-of-pocket costs
- ✓ Quarterly in-depth reports



Sample Savings for Typical Enterprise:

Scenario 1:

TPM Contract

Upfront contract = \$325k

Covered systems = 1,300

Service calls = 130

15 calls requiring parts & labor

115 calls requiring parts only

Total annual cost = \$325k

Scenario 2:

SirviS MD Contract

Subscription fee = \$105k

Covered systems = 1,300

Service calls = 130

15 calls requiring parts & labor = \$30k

115 calls requiring parts only = \$10k

Total annual cost = \$145k

Bottom line savings = \$180k

For more details and a customized quote, contact us

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