

# ExpressConnect®



Manage your data center infrastructure  
using our all-in-one solution



## Monitoring

### 24/7 AUTOMATED SUPPORT

Real-time hardware alerts and  
automated support

- ▶ Server, storage and network hardware monitoring
- ▶ Proactive service to maximize uptime in the data center
- ▶ Fault diagnosis and service insights using [OnDeck® Predictive Sparring®](#)



## Ticketing

### 360° SERVICE DESK

Place tickets, track status and  
view service history

- ▶ Place service tickets from any device
- ▶ Schedule engineer service callbacks
- ▶ Upload technical documents and share notes directly with our service team



## Account Management

### ACCESS ANYTIME

Centralized location for coverage  
and agreements

- ▶ Manage account support, updates, requests and more
- ▶ Live chat 24/7 with our in-house customer support team
- ▶ Track and review warranty coverage



## Integrations

### STREAMLINED WORKFLOW

Align support by integrating with PRTG,  
ServiceNow, SolarWinds and more

- ▶ Place service tickets in your existing ITSM
- ▶ Eliminate visibility gaps with two-way communication
- ▶ Create custom integrations with our adaptable API