



Your data center support solution

Service Express, in partnership with En Pointe IT Solutions, offers data center expertise to help meet your IT needs. We work together to provide comprehensive, cost-effective support solutions.

Our customers trust us to help optimize their infrastructure strategy, resources and budget with onsite hardware maintenance. We work alongside IT teams in education, finance, government, healthcare, manufacturing, technology and other Fortune 500 companies worldwide.

Multivendor support for servers, storage and network



ExpressConnect®

Accomplish more using ExpressConnect® technology to easily manage, monitor and automate your data center support.



Monitoring

Real-time hardware alerts and automated ticketing



Ticketing

Enhanced ticketing features, tracking and service history



Integrations

Integrates with Nagios, PRTG, ServiceNow, SolarWinds and more



Account Management

Coverage and agreements in one centralized workspace

Upgrade your experience

Enjoy more time, peace of mind and savings.



Data-driven Expertise

Customized local parts inventories worldwide

Automation and integrations for streamlined workflows

Technical innovation, machine learning insights and extensive equipment database



24/7x365 Reliability

97% first-trip repair success

30-minute engineer callback for every service ticket

Dedicated account team includes a primary & secondary engineer



Budget Control

50-70% savings over OEM costs

Greater ROI with extended equipment lifecycles

Cost-effective gap coverage

Penalty-free changes for coverage and cancellations



4.7  192 Reviews as of Jul 20 2023

95%
Recommend

Gartner Peer Insights reviews constitute the subjective opinions of individual end users based on their own experiences, and do not represent the views of Gartner or its affiliates.

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ServiceEdge™

Dedicated service experts for responsive 24/7 data center support

PartsEdge™

Reducing downtime with a smarter parts strategy

We're here to help

You can rely on flexible maintenance solutions to increase productivity, improve service satisfaction, reduce administrative red tape and control infrastructure costs through our Service Express + En Pointe IT Solutions partnership.

Questions? Please reach out to a partnership contact.

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