



Third-Party Maintenance (TPM)

While the OEM focuses on your next refresh, we focus on what's right for you. We help maximize your IT infrastructure with strategic third-party maintenance solutions.

Expect more from your global data center maintenance partner

Our focus is on meeting your needs with outstanding support to improve longevity, reliability and sustainability for your server, storage and networking equipment.



Optimized strategy

Refresh or extend? We help you evaluate solutions and plan for the future using data-driven analysis and technical expertise.



Multiple support options

Use warranty, post-warranty, gap or EOSL maintenance to best serve your immediate and long-term goals.



Smarter spending

Lower OpEx with our cost-effective maintenance. Redirect the savings to fund your next refresh when the time is right for you.



User-friendly advantages

Favorable terms, flexible agreements and a dedicated account team simplify the day-to-day.



ExpressConnect®

Your day just got easier

Manage, monitor and automate your data center maintenance with our all-in-one ExpressConnect® technology.



Monitoring

Rely on 24/7 hardware monitoring with automated ticketing.



Ticketing

Track and manage ticket activity with our 360° Service Desk.



Account Management

Organize and forecast your current and future support needs.



Integrations

Increase efficiency using your existing monitoring and ticketing systems.



Multivendor support for servers, storage and network

Eliminate bad days in the data center

When a failure occurs, our service team quickly minimizes disruptions, delays and downtime.

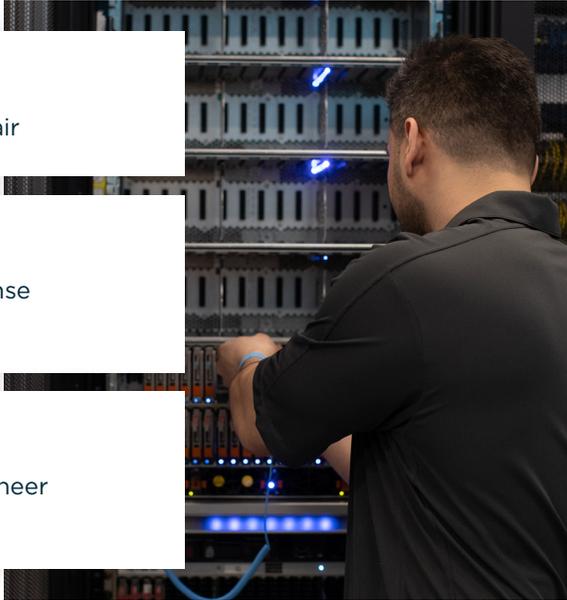
Our trusted service delivery includes:

- **Knowledgeable** primary and secondary engineers
- **Service ticket diagnosis** with failure insights
- **Advanced expertise** with L2 and L3 technical support
- **24/7x365** in-house customer support

97%
First-trip repair

99%
Onsite response met

10-minute
Average engineer callback



ServiceEdge™

Expert data center support delivered by a dedicated service team always ready to help.

PartsEdge™

Quality parts and data-driven inventory logistics reduce delays and downtime.

OnDeck™

PREDICTIVE SPARING

Our fully predictive sparing system ensures we have the right parts locally to restore uptime.

Gartner Peer Insights™

4.7* ★★★★★
*As of September 1, 2023

See what our customers are sharing about their experience at Gartner Peer Insights.

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We're here to help

Learn more about how our flexible maintenance solutions increase ROI, improve customer service, and reduce administrative red tape.

Questions? Call or email us at:

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