



TAM

IT — Differently

Alternative IT Maintenance Solutions

TAM specializes in maintenance services for Data Center
Server, Storage, and Networking products

When hardware reaches the end of its initial OEM warranty, IT professionals may have more options than they realize.

When the OEM says they will no longer support your server, storage, or networking equipment after a certain date (EOSL), there are options to doing a forklift upgrade, despite the OEM unnecessary mandates.

TAM provides post OEM Warranty and/or EOSL Independent Maintenance coverage. We cover every major OEM. Let us help you by providing ongoing maintenance at a fraction of the cost of OEM maintenance. Extend the life of your working hardware, even when the OEM will no longer support it, and don't be forced into premature upgrades.

TAM PROVIDES MAINTENANCE FOR SERVER, STORAGE, AND NETWORKING PRODUCTS SUCH AS:



Service Level Agreements

	BASIC	STANDARD	PREMIUM-R	PREMIUM	CRITICAL
4 Hours Onsite					✓
NBD Onsite		✓		✓	
24 x 7 Backline-Phone & Email			✓	✓	✓
9 x 5, M-F Backline-Phone & Email	✓	✓			
4 Hour Phone Response Time	✓	✓	✓	✓	✓
2 Hour Phone Response Time PI Critical			✓	✓	✓
4 Hour Parts Delivery					✓
NBD Parts Delivery	✓	✓	✓	✓	

SERVICE FEATURES:

- Tier III & IV Certified Engineers for Triage and Technical Support
- Hardware and Software Troubleshooting and Remedial Support
- Domestic Call Center
- Tested and Certified OEM Parts
- Local Parts Stocking and On-site Spares option
- On-line Service Call Placement and Dispatch
- Hybrid Maintenance Solutions to include OEM support
- On-line Contract Management and Administration

