

Maintenance: The Backbone of Innovation

Today's IT leaders need to lead IT differently—by transforming IT from a cost center into an innovation center of excellence. But without efficient maintenance, innovation can falter.

Let ePlus Enhanced Maintenance Support make maintenance the backbone of your innovation strategy with enhanced services that leverage ePlus support centers and diagnostic tools to offer faster problem resolution, greater visibility, and improved operational efficiency to reduce risk and limit downtime. Our services are certified and fully backed by our leading manufacturer partners and provide a seamless alternative to standard support with improved value and a better customer experience.

What is Enhanced Maintenance Support?

- + Single call support for multi-vendor environments
- + Automated diagnostic and support capabilities
- + Device health and availability monitoring
- + End-of-life and end-of-support details
- + Software updates
- + Maintenance renewal, inventory, and support contract details
- + Product security alerts



Faster Problem Resolution, Greater Visibility

ePlus Enhanced Maintenance Support provides the people and tools you need to elevate your support experience. We offer 365x24x7 customer care through four U.S.-based support centers and single-call support for multi-vendor environments. Our manufacturer-certified engineers provide 98 % resolution for Level 1 and Level 2 support issues coupled with timely vendor-specific reports that correlate supported products with lifecycle and field notice alerts. Benefits to your organization include:

**Increased
service level
performance**



**Reduced
time to
diagnose
errors**



**Reduced Mean
Time to
Resolution
(MTTR)**



**Seamless escalation
to Level 3 manufacturer
support coordinated by
our expert engineers**





Improved Operational Efficiency

Any IT department knows that maintenance isn't just a question of fixing devices when they fail. Staying one step ahead on operational issues, such as maintenance contracts and renewal as well as inventory and support contracts keeps your environment up and running.

ePlus Enhanced Maintenance Support provides this level of operational detail with tools that helps you manage your product information details, the frequency of renewals, and your renewal dates for optimal efficiency.

The ePlus executive dashboard provides a simplified view into your organization's maintenance environment and can be accessed on your mobile device for added ease of use.

Fully Backed by Our Manufacturing Partners



ePlus Enhanced Maintenance Support is fully supported by our OEM partners. Our engineers have top certifications and work closely with our partners to ensure you receive the best support experience possible. Some of our certifications include:





Why Choose ePlus?

ePlus is an engineering-centric technology solutions provider that helps organizations imagine, implement, and achieve more from their technology. With the highest certifications from top technology partners and expertise in transformative services, ePlus elevates IT from a cost center to an innovation center of excellence.

Solutions Services Security Financial

Why Choose ePlus?

business innovation with technologies that improve cost, and productivity.

- + Strong partnerships and specifications will help you save time and money and timely RFPs, while flexible, scalable services available.
- + ePlus Managed Services offerings with 24/7 solutions.

CLICK HERE
FOR MORE INFO

Get Started Today!

Contact ePlus to learn how Enhanced Maintenance Support can help make maintenance the backbone of your innovation strategy.



**Where Technology
Means More®**

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