The Path to Operational Efficiency, Greater Visibility, & Faster Time to Resolution

IT maintenance support can be difficult and time consuming to manage—not to mention expensive. Many organizations aren't realizing a comparable return on their investment. Triaging issues, especially in a multi-vendor environment, adds to the complexity.

Most importantly...

IT downtime can have a severe financial impact.

15% OUTAGES
Cost minimum of $1M[1]

40% OUTAGES
Led to some brand reputation damage[2]

50% OUTAGES
Caused employees to work overtime[2]

The Solution:
ePlus Lifecycle Services Support

ePlus Lifecycle Services Support is a premium alternative that centralizes and streamlines the technical support experience by providing first-call, multi-vendor architecture support along with Cisco and adjacent technologies–for no additional cost.

CISCO
Partner
Gold Provider
Advanced Customer Experience
Specialized

What you get from ePlus Lifecycle Services Support

+ 24x7x365 single-call support for multi-vendor environments

+ OEM-certified, cross-trained technical engineers within ePlus US Network Operations Centers

+ Software tool suite including ePlus Executive Dashboard providing proactive insights

+ ePlus Customer Success Manager

+ ePlus ticketing system Smart-bonded with Cisco via ServiceNow

How to Get It:
The Power of the Dashboard

ePlus Lifecycle Services Support includes a powerful suite of tools. Our proprietary Executive Dashboard provides a simplified view with proactive analytical insights for fast and efficient problem resolution. You'll gain greater in-depth visibility into:

> Device health, availability, and performance monitoring

> Inventory install base and contract support timelines

> Security and field notices

> Hardware/software end-of-life and end-of-support

Customer Success Manager

ePlus Lifecycle Services Support customers are assigned a Customer Service Manager (CSM) dedicated to understanding your environment, providing support for expediting problem resolution when necessary, and delivering ticketing insights through quarterly/semi-annual business reviews.

On an ad hoc basis, your CSM can run custom reports as well as discuss individual open and past tickets and provide training on the ePlus tool suite. Working closely with the local ePlus pre- and post-sales engineers, your CSM will coordinate with our support team on environment updates and changes.

Outcomes You Can Expect

Any IT department knows that maintenance isn't just a question of fixing devices when they fail. ePlus Lifecycle Services Support helps you stay one step ahead on operational issues and keep your environment up and running for optimal efficiency.

You'll benefit from:

Improved Operational Efficiency
Assigned Customer Success Manager means one number to call, no more finger pointing or starting from scratch!

Faster Time to Resolution
Leverage technical expertise of cross-functional engineers from ePlus, Cisco, and other OEMs

Greater Visibility
ePlus Executive Dashboard provides proactive analytical insights and historical data

Reduced Risk
Joint support model with ePlus, Cisco, and other manufacturers

Maximized Value
Improved uptime at no added cost versus your historical Cisco SMARTnet

Put your organization on the path to operational efficiency, greater visibility, and faster time to resolution with ePlus Lifecycle Services Support

Find Out How.

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Where Technology
Means More®