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.

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.

The Solution: 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

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
- Leveraged technical expertise of cross-functional engineers from ePlus, Cisco, and other OEMs
- Greater Visibility
- ePlus Executive Dashboard provides proactive analytics, insights and historical data
- 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.