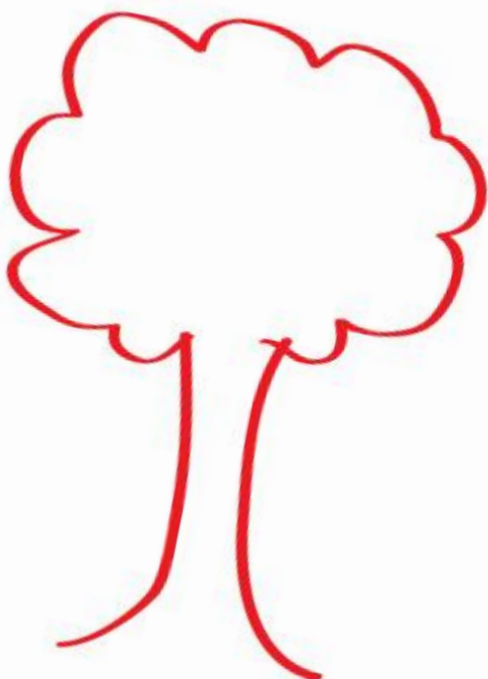


Logicalis Maintenance Services.

Because maintenance offerings are not created equal.

Is your maintenance 100% vendor-backed, entitling you to IOS/software updates? Does your provider give you the option of an annual Health Check to assess your network devices for software levels and EoL milestones? Have you considered the benefits of a proactive maintenance offering?



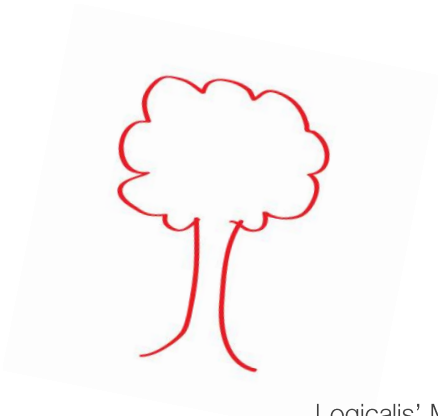
Maintenance contracts on your technology are supposed to give you peace of mind. Managing all those legal contracts, however, can be an administrative nightmare for an IT department.

Logicalis Maintenance provides a single point of contact and accountability. We have the people, the skills, and systems to manage your service contracts, so that you can stay focused on managing your business.

Our approach to maintenance is different from traditional providers. We manage all maintenance cases from a 24x7 Global Support Centre, avoiding the issues of a “follow-the-sun” system. We provide direct access to our engineers, who answer all inbound calls.

A proactive maintenance option provides faster response times for devices under contract (as we receive real-time alerts) and faster resolution (as we store configuration back-ups, and support engineers have access to your network).

As one of the biggest IT maintenance providers in Australia, Logicalis allows you to concentrate on using your technology – not managing service contracts.



Logicalis' Maintenance Services provide you with tangible business benefits.

- **Vendor-backed.** We have access to the largest spares holding from Cisco and other vendors, giving you full entitlement to IOS and software updates and faster on-site despatch of spares.
- **Reduces risk.** We help you align your service coverage so it is appropriate to your needs.
- **Saves you time and money.** We coordinate all renewals and provide regular updates on service-level status. We are the only local Cisco Shared Support partner in Australia, giving us access to spares holdings at the most competitive price.

What can we do for your organisation

Contact Logicalis to learn how we can help.

Visit www.au.logicalis.com

Call 1800 453 454

Deliverable	Logicalis Maintenance	Logicalis Proactive	SmartNET
Priority Toll-Free Number	✓	✓	✓
Single point of contact across all vendors	✓	✓	
Service Level Agreement	✓	✓	✓
Provision of parts on-site	✓	✓	✓
Engineer on-site within specified time	✓	✓	✓
Vendor-backed Maintenance Agreement	✓	✓	✓
Cisco Software Support / IOS updates	✓	✓	✓
Real-time monitoring		✓	
Remote diagnosis and resolution of faults		✓	
Annual Network Health Check	Opt	Opt	
Service Delivery Manager	Opt	Opt	