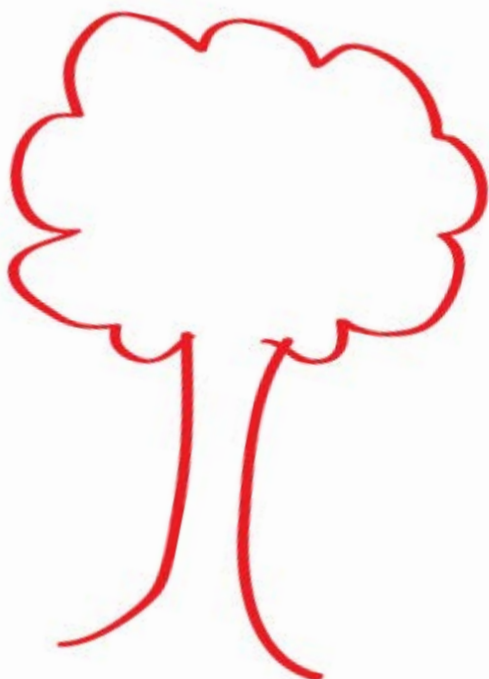


# Thomas Duryea Logicalis Maintenance Services.

## Because maintenance offerings are not created equal.

**What would a serious cyber security incident cost your organisation? 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? When was the last time you checked whether you're getting a competitive support offering?**



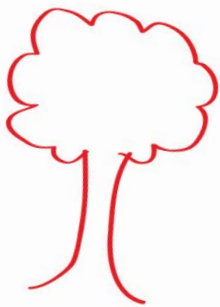
Maintenance contracts on your technology are supposed to give you peace of mind. Managing all those legal contracts, however, can be an administrative nightmare for an IT department.

Thomas Duryea 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.

As one of the largest maintenance providers in Australia, with over 47,000 devices under maintenance, Thomas Duryea Logicalis has the scale and expertise to provide you with a cost-effective support solution for your IT environment.

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



Thomas Duryea 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.** We co-ordinate all renewals and provide regular updates on service-level status.
- **Saves you money.** The scale of our services, consistent processes and top-tier vendor relationships enables us to provide a lower-cost support model than competitive offerings or in-house support.

Commence your digital transformation journey with Thomas Duryea Logicalis

[www.tdlogicalis.com.au](http://www.tdlogicalis.com.au)

[@tdlogicalis](https://twitter.com/tdlogicalis)

<http://linked.in/TDLogicalis>

Deliverable	TDL Maintenance	Cisco 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	✓	✓
Annual Network Health Check	Opt	
Service Delivery Manager	Opt	