

## Track the lifecycle of your equipment

Enhanced Warranty Maintenance from Atos provides you with additional support from day 1 of the equipment lifecycle safeguarding your organization's IT systems

With Digital Transformation creating an agile, proactive, and "always on" world, the tolerance for downtime is at an all-time low. The importance for IT departments to implement best practice is paramount. This will ensure IT systems have the best chance to remain operational and ready to support the business.

One aspect of support that can be overlooked is maintenance surrounding the initial purchase and warranty.

When purchasing new equipment, it will often come with a warranty. Warranties usually last around 3 years and within the warranty period the manufacturer must replace faulty parts. However, warranties are not usually enough because:

### SLA's Not Fit for Purpose

- The timeframe to replace parts is often not defined. Consequently, warranties are found to not be responsive enough to your need, taking days - even weeks to repair a system.
- If a faulty part is critical to the system, and the system is critical to the business, then any additional delays can result in services being down, accumulating in revenue and data loss.

### Hardware Only

- Warranties concern hardware only. Warranties do not cover software support or access to software subscriptions or patches.

### Enhanced Warranty Maintenance

Atos recognizes that the right maintenance and support for systems is as important on day 1 as it is on day 1000 because if something goes wrong the result will be the same, unplanned downtime - something your business needs to avoid at all costs.

Consequently, Atos has created a service that offers you the opportunity to supplement a warranty's lackluster protection, strengthening it to the level of support you need with Atos' Enhanced Warranty Maintenance offering.

In real terms the Enhanced Warranty Maintenance offering enables your business to ensure:

#### **SLA strengthening**

- Parts can be ordered within hours, not days.
- 24x7 support is available, not just 95 as faults can occur at any time.

#### **Software support**

Additional support can provide technical support and guidance relating to software.

#### **Vendor neutral**

By utilizing Atos' maintenance services to deliver your support on new equipment, you will not be locked into a single provider as Atos is vendor neutral. This means you have freedom to procure the support that best aligns with your business's needs.

#### **Alliance combination**

Atos has a strong partner ecosystem and your business is able to benefit from that. Atos is highly certified meaning we are in the perfect position to combine OEM support with Atos' own support services, providing a unique full support offering at reduced rates.

#### **Best practice**

Using approved and certified best practice methods for IT maintenance management, Atos will provide full support for new equipment ensuring that your support requirements are met whilst also being able to reduce the price you would pay from the vendor.

#### **Demonstratable value and success**

Atos is present in 73 countries, with more than 91% of satisfied and loyal customers, sometimes for more than 10 years with us, the Maintenance & Service Assurance teams deliver a unique service that is tailored to your business's requirements ranging from reactive to proactive maintenance with ultra-high availability unified monitoring.

# By taking advantage of this offering you are in the position to take advantage of Atos' vast maintenance experience and realize the following benefits:

## Cost effective

By closely aligning SLAs with business need, utilizing our partner network, and applying Atos' inhouse maintenance capabilities, the most cost-effective and value for money solutions are available for your business.

## Enhanced support

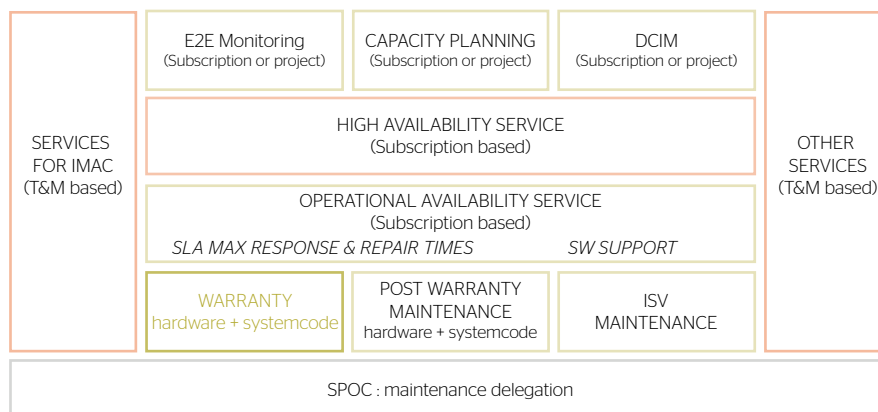
Atos maintenance services can provide the highest levels of support that go above and beyond a standard warranty. You can have peace of mind knowing that should any faults occur, Atos will fix it, quickly.

## A Trusted Partner

With maintenance services being provided from day 1, Atos will be in an excellent position to help guide you in the management of the equipment lifecycle. Whether that is transitioning to a post-warranty support contract that is closely aligned with business need, or even helping you explore the potential in initiating a tech refresh. Moreover, Atos has expertise and experience in digital transformation and can be a trusted partner should you wish to consider any transformation project.

## Welcome to Atos maintenance

The Enhanced Warranty Maintenance service offers an excellent entry point into our maintenance ecosystem, allowing you to see first hand our expertise in the field and the benefits that working with Atos brings.



Atos has a large portfolio of mature maintenance services that are ready for your business to take advantage of. Atos has the capability to support more systems within your environment and even has the capability to completely manage all maintenance requirements through our Single Point of Contact (SPOC) offering.

## Experts in maintenance

Atos has provided enhanced warranty maintenance for multiple customers across a range of industries for years.

Powered by a high level of partner's certifications, Atos is able to offer full support on most mainstream equipment in multiple locations. Moreover, Atos' own maintenance services draw on an organisation that effectively combines industrial scale resources, tools and methods, technology expertise and service delivery.

Atos are experts in maintenance

- More than 20,000 contracts
- More than 40 years of experience
- Three worldwide support centers
- Present in 73 countries
- A worldwide logistic organization
- 60 000 on site interventions
- Our engineers are trained and certified on different technologies (major manufacturers for systems, storage and backup)

With Atos, there can be no doubt that you are partnering with experts.

For more information: [atos.net/technology-transformation-services](https://atos.net/technology-transformation-services)

Please contact: [ttsMaintenance@atos.net](mailto:ttsMaintenance@atos.net)