



Maintenance Services Extend the Life of IT Assets



All IT equipment eventually reaches its “End of Service Life,” but that doesn’t mean it isn’t still serviceable. Avoid the expense and precarious support of extended manufacturer warranties with New Cyber Source’s third-party Maintenance Agreements.

Post-Warranty Maintenance: When “End of Service Life” Really Isn’t

When an original equipment manufacturer (OEM) announces that a piece of hardware or software will reach its “End of Service Life” (EOSL), the product often has years of useful service left. EOSL means the company is no longer going to service and support the asset under its original manufacturer’s warranty. Some OEMs offer “extended” warranties; but they generally are limited and not cost effective.

No other provider offers a full-service, extended maintenance and support package comparable to that of New Cyber Source.

Firms that sign up for our supplemental maintenance services not only save on warranty support, they enjoy longer life for their equipment—which translates into greater ROI. They also have options, such as customizable service level agreements (SLAs) and coterminous contracts (where extended warranties on two connected or interdependent pieces of equipment conclude at the same time). Even when a product has reached the manufacturer-designated End of Life (EOL)—the end of its useful lifespan—New Cyber Source experts can often nurture a little more life and time out of the equipment.

Technology is evolving so rapidly that many companies are accelerating their EOSL dates, trying to tempt customers into upgrading. Some are also accelerating their EOL dates, leaving organizations faced with making tough budgetary decisions.

Whether a firm wants to maintain equipment and continue using it as long as it is sound and secure, or they just need to buy time while deciding whether to upgrade or replace, New Cyber Source’s Maintenance Agreements offer a cost-effective, practical solution.

We offer a wide range of expertise:

- Architecture & Capacity Planning
- Asset Discovery & Management
- Cloud Security
- Data Backup & Recovery
- Disaster Recovery & First Responder
- Hyper Converged Infrastructure
- Managed IT Services
- Managed Security Services
- Penetration Testing
- Risk Management & Governance
- Security Assessments
- SIEM/Log Management & Threat Protection
- Specialist Practices
- Training

We serve a wide range of industries:

- Energy & Power
- Financial Services
- Healthcare
- Hospitality
- Information Technology
- Manufacturing
- Pharmaceutical
- State & Local Government
- Telecommunications
- Utilities



Maintenance by the Numbers

Our third-party maintenance program can cost **40%-60% less** than the OEM's

End-to-End Solutions

New Cyber Source doesn't simply maintain assets. We also help clients deploy new equipment and maximize their use of today's most advanced solutions:

- Aggregators
- Cybersecurity platforms
- Desktops & servers
- Mobile, desktop & IoT networks—design, configure, manage & secure
 - Switches & firewalls
 - Wireless access points
- SAN & NAS storage
- Secure public, private & hybrid cloud environments

New Cyber Source's Maintenance Agreements are fully customizable, flexible and affordable. Our programs enable organizations to lower operating expenses, extend budgets and optimize equipment use.

Our Approach to Extended Maintenance

- **Bottom Line Savings:** Our third-party Maintenance Agreements confer a savings of 40%-60%, on average, off the conventional OEM maintenance plans.
- **Support for Data Centers:** We evaluate data center equipment and recommend options for a solution that's budget friendly.
- **Single Point of Contact Support:** Our 24/7 Concierge Desk or Web Portal manages all calls for OEM, supplemental and warranty maintenance agreements. All support staff is committed to ensuring client issues are handled properly and efficiently, maintaining system and business continuity.
- **Adaptable SLAs:** We offer a range of SLA options, including 24/7, 8/5 and custom SLAs—or even as basic as parts and technical support for in-house teams. Contracts can be month-to-month, and many do not include early termination fees.
- **Budget Management:** Our experts analyze client equipment with an eye for cost efficiency, helping re-purpose still useful assets, dispose of old or out-of-date units, and plan for and upgrade equipment in a manner that meets budget objectives.
- **Flexible Warranty Packages:** We can upgrade a base warranty to a proper SLA and/or provide on-site warranty support with newly purchased equipment from New Cyber Source.
- **Parts and Support:** Our network of national and international suppliers provides us with a dispersed network of part depots and engineering resources to meet any SLA.

New Cyber Source Is an Industry Leader in Maintenance Service

Our motto is, "We do the right thing first," and that commitment extends from the moment we begin analyzing existing equipment and warranties, through maintenance and life extension, until the last asset in the program is decommissioned. Why are we a leader?

- **Relationships and Trust:** We value and appreciate our customers. We build relationships with a long-term perspective, not for the quick turn.
- **Time is Money:** We respect our client's time and budgets and recognize that the two are interdependent.
- **Quote Efficiency:** Understanding that out-of-warranty maintenance and repair can be a pressing issue, we strive to expedite response for all of our quotes.
- **Customer Education:** Our experts don't simply apply our practices, they take time to explain and educate clients regarding the rationale behind our recommendations.



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S O U R C E

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