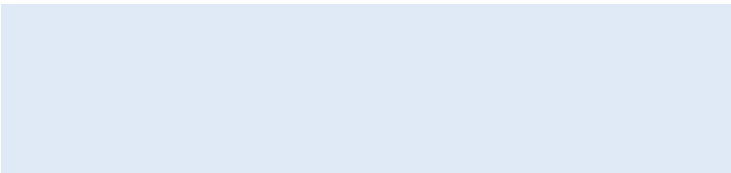




# Multivendor Systems Maintenance



DATA CENTER SOLUTIONS

Enabling Your IT Infrastructure

## Single Point of Contact for All Your Data Center Support Needs

Since our founding in 1988, Akibia has been helping companies increase the reliability, availability and efficiency of their mission-critical systems with comprehensive support coverage for the hardware and software that make up their data center infrastructure. Serving as a single point of contact, we provide multivendor hardware maintenance and software support for complex heterogeneous environments.

### Akibia Delivers Flexible, Cost-Effective Data Center Support Services

Akibia's Data Center Support Services includes multivendor hardware maintenance, software support and education for complex, multi-platform server and storage environments. We support [Sun Microsystems](#), [Hewlett-Packard](#), [IBM](#), [Dell](#), [EMC](#) and [NetApp](#) platforms running UNIX, Linux or Windows.

Akibia's customized support solutions provide cost savings over many traditional support alternatives, **enabling clients to save 25% to 40% on their multivendor support**. Our ability to customize on a per system basis ensures you only pay for the level of support you actually require.

#### MULTIVENDOR HARDWARE SUPPORT

As part of Akibia's hardware maintenance services, we provide a complete family of on-site and self-maintenance support services with customized response times and coverage options.

- **On-site Service** – Akibia's On-Site Service includes 24x7 technical support, the delivery of replacement parts and on-site labor, ensuring an experienced engineer arrives at the client site, with the right parts, according to the terms of the customer's Service Level Agreement (SLA).
- **Service Partner** – Akibia's innovative self-maintenance service, is a cost-effective alternative to on-site service. We provide 24x7 technical support, the delivery of replacement parts and education services to train our clients' engineers responsible for maintaining the systems.

#### SOFTWARE SUPPORT

Akibia's Software Support Service, Akibia Software Knowledge (ASK), is a technical advisory service that helps clients diagnose, troubleshoot and resolve operating system and software-related issues.

#### EDUCATION SERVICES

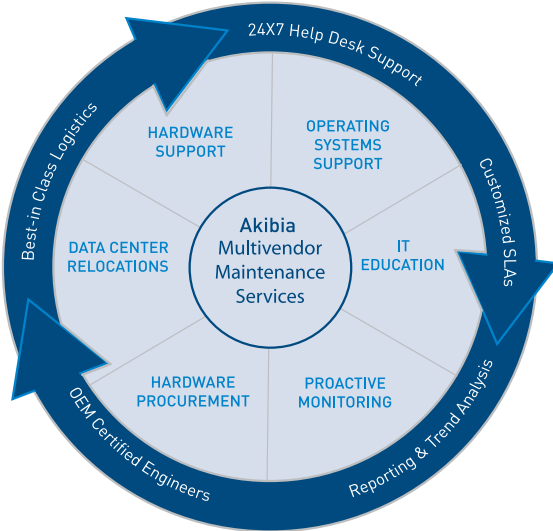
Akibia provides training on all the platforms we support to enable clients to leverage "Service Partner." We offer publicly available courses and customized training in hardware maintenance, systems administration, virtualization, security and Storage Area Networks (SAN).

### Akibia's Network and Security Infrastructure Support Services

In addition to supporting server and storage environments, we also deliver network and security support.

- **Network Support** – Akibia's 24x7 global support ensures our clients benefit from maximum network availability. Akibia supports [Cisco](#), [Extreme Networks](#), [Riverbed](#), [BlueCoat](#) and [Citrix](#) environments.
- **Security Support** – As experts in delivering security consulting, implementation and training services, Akibia is uniquely suited to support our clients' security infrastructure. Akibia provides technical support for [Check Point](#) and [Blue Coat](#) security solutions.

## Akibia's Approach to Mission-Critical Multivendor Support



### 24X7 TECHNICAL SUPPORT

All Akibia's customers are backed by our 24x7 call center which provides telephone and Web-based technical support for hardware and software-related issues. Our experienced technical support engineers are OEM-certified and can efficiently and effectively isolate and diagnose any problem. Akibia's average time-to-answer a service call is 19 seconds and our call center does not use voicemail or scripts, expediting the problem determination and resolution process.

### BEST-IN-CLASS LOGISTICS SUPPORT AND FIELD ENGINEERING

Our expertise in logistics planning and parts inventory management ensures that the right parts are available in the right location to meet our SLAs. We maintain an extensive

network of strategically located parts banks across the world and operate one of the largest testing and repair facilities in the industry. Our expert field engineers are industry trained and OEM-certified to ensure minimal systems downtime.

### CUSTOMIZED SLAS ENSURE MAXIMUM VALUE FROM AKIBIA

Rather than offering pre-packaged service plans, which may require you to pay for service levels you do not need, Akibia's flexibility enables us to offer customized, cost-effective support solutions - maximizing the value of our your existing systems while minimizing downtime. We customize a support solution on a per-system basis by thoroughly understanding your environment. This ensures we provide a cost-effective support solution tailored to your unique requirements.

### ACCOUNT MANAGEMENT, REPORTING & ANALYSIS

A dedicated account team is committed to ensuring the highest levels of customer satisfaction. Akibia provides historical SLA performance and activity reports.

## Additional Data Center Services

### AKIBIA'S REMOTE MONITORING SERVICE (ARMS)

ARMS is a proactive monitoring service that tracks critical systems to identify weaknesses and guard against system failures 24x7. It maximizes systems uptime via the advanced notification of potential issues and faster time-to-repair and problem resolution when failures occur.

### DATA CENTER RELOCATION SERVICES

Akibia has extensive experience helping clients relocate their data centers - from dismantling, packaging, and physically moving their infrastructure to testing and bringing the systems back online. We leverage our infrastructure of warehouses and testing and repair facilities, our in-depth multivendor technical knowledge, our project management skills, and logistics, IT planning and operations capabilities to provide complete relocation services.

## HARDWARE PROCUREMENT

Akibia will assist you in procuring new or refurbished hardware and component parts to enable you to extend the life of your existing infrastructure and maximize efficiencies.

## The Akibia Difference

Since 1988, Akibia has been helping clients optimize, secure, manage and support their data centers. With over 20 years experience supporting multivendor infrastructure, we have worked with some of the most demanding, mission-critical data centers in the world allowing them to reduce costs, increase efficiencies and manage risk. Akibia brings the following value to our clients:

- **Single Point of Contact** – We enable clients to consolidate all of their server, storage, network and security infrastructure support needs under a single point of contact.
- **Focus on Service** – Akibia is committed to delivering exceptional service to our clients. Founded as an independent services provider, Akibia's cumulative knowledge, expertise, experience and best practices supporting mission-critical data centers enables us to deliver the highest levels of service and support.
- **Cost-Effective Alternative** – Our customized approach to delivering service allows us to deliver considerable cost savings to our customers. We help clients **reduce their support costs by 25%-40%**. We also enable clients to leverage their existing infrastructure by providing support for all the servers and storage systems in their environment including end-of-life systems.
- **Customer-Centric Organization** – Akibia's service philosophy is premised on enabling and empowering our customers and delivering a solution that meets their unique needs. Everything we do at Akibia emphasizes providing excellent customer service. Our TLC<sup>2</sup> customer service philosophy motivates every Akibia employee to constantly 'Think Like a Customer,' promoting Trust, Loyalty and Commitment.

## About Akibia, Inc.

Akibia provides innovative IT solutions that enable leading companies worldwide to optimize, secure, manage and support their mission-critical infrastructure. As an independent advisor, Akibia partners with our customers to deliver solutions that improve the availability, reliability and performance of their data center, network and security infrastructure. Combining expert consulting, integration and support services with world-class customer service, Akibia helps IT organizations reduce costs, increase efficiencies and manage risk in the data center. Founded in 1988, Akibia is an independent IT services company with offices throughout the United States and Europe.

For more information, please contact us at 1-866-4-AKIBIA (425-4242) or at [info@akibia.com](mailto:info@akibia.com). To contact our European Headquarters, please call +31 (0) 318 581950.