

Single Source. Global Reach. Talent On-Site. Unified Performance Standards.

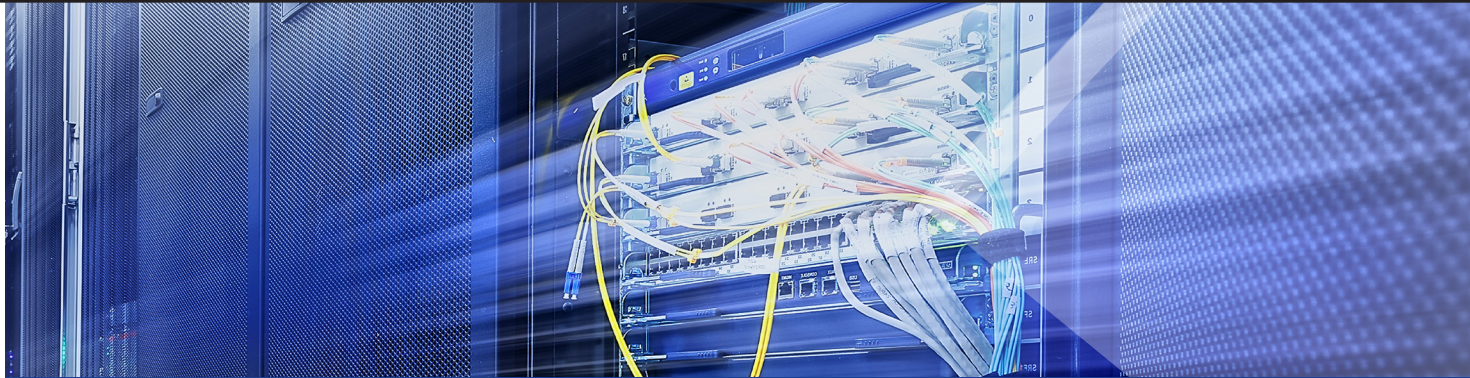
Maintech's Data Center Services (DCS) offer Corporate IT Operations Management a comprehensive, global maintenance service program for one Data Center or dozens of Data Centers around the globe. DCS is a market-tested suite of services delivering multi-platform hardware maintenance for server farms; unified, global, web-enabled call management and escalation, vendor-neutral product performance reporting and a global Forward Stocking Location (FSL) network that is second to none.

DCS deliverables were developed from over 40 years of real-world Data Center experience coupled with the cooperation and feedback of Data Center Managers from the most demanding environments around the globe. Maintech offers the expertise, resources and references you need to be confident in your Data Center service provider selection regardless of whether your server farm or storage architecture includes HP, Dell, IBM, Cisco or any combination of the most popular manufacturer's equipment.

Data Center Services Highlights:



- Single Source for ISS (Infrastructure Support Solutions)
- Unified Set of Performance Standards
- Full Data Center Operations and Management
- OEM Platform Performance Monitoring
- On-site Hardware Maintenance
- On-site and Remote "Smart Hands"
- Vendor-Neutral Support
- IMAC (Installs/Moves/Add/Changes)
- Global Problem Management System and Logistics Network
- International Presence with Local Engineers



Data Center Services You Can Rely Upon

Maintech recognizes your Data Center is the heart of your enterprise. As such, it must continually keep pace with your business and ever-evolving technologies. As the complexity of managing your company's supporting systems increases so do your service costs. Having a strategic partner like Maintech will help you achieve your DC management goals while controlling your costs and increasing your team's productivity.

Your highly-valuable resources often must spend time working to keep your IT Infrastructure running instead of concentrating on core business tasks. Multi-platform, high-demand Data Center operations requiring a single source for Hardware Break/Fix and associated services rely on Maintech to get the job done timely, continuously, and cost-effectively.

About Maintech

Maintech is an Independent Service Organization (ISO) serving the global corporate IT enterprise marketplace. Our success has been driven by our singular focus on Infrastructure Support Services coupled with our continuing investment in the development and enhancement of our core competencies. Maintech enjoys a high level of account retention because of our solid experience, depth of resources and ability to deliver flexible solutions.

Our team of expertly skilled technicians, account managers and SME's (subject matter experts) can seamlessly integrate with your IT operations team. Many of our clients consider Maintech as an extension of their internal IT Infrastructure team. We are confident you'll find the same to be true.



**Start planning your Data Center solutions today.
Contact Maintech and allow us the opportunity to
create a DCS plan tailored to your company's needs.**

MAINTECH

We make IT simple.

14 Commerce Drive, Suite 200
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Service Desk, Client, Server And Network Management In A Single Solution.

Maintech's IT as a Service (ITaaS) transforms your legacy Windows IT support into a service-driven model giving you transparency in billing, service delivery and performance. Our solution is built on top of an enterprise-class tool set and service model. We follow an ITIL-based methodology to provide services focused on efficiency and quality. This approach allows us to deliver first-class, enterprise-quality managed services at price levels attractive to mid-sized businesses.

At the core of Maintech's cloud-hosted IT-management technical platform lies the Microsoft System Center suite of tools: the standard in the industry for IT management. With skilled onsite-technicians, Maintech's Level 2 support and efficient service-delivery model, we offer the best-in-class support solutions.

Coupling our ITaaS offerings with other services in Maintech's portfolio such as International field support coverage, hardware and datacenter support, and dedicated on-site support, Maintech furnishes a comprehensive and unmatched solution in the industry.

ITaaS Highlights:

- 24x7 Service Desk
- 24x7 Monitoring
- Server management
- Client Management
- Network Management
- Performance Monitoring/SLA management
- Standardized Methods and Practices Based on ITIL Methodology
- Services Delivered out of Redundant Maintech Network Operations Centers in the US





Internet

Mobile
phoneInformation
Technology

Data

IT

A Precedent in Best IT Service Practices

Maintech's ITaaS provides ongoing remote and/or onsite management and execution of virtually any or all aspects of your IT environment. Our solution leverages Microsoft® System Center as our core Service Delivery Platform to provide our customers a unified enterprise-class service.

Our ITaaS solution was devised around our customers' unique needs and goals. We listen to our customers very carefully and then use that acumen to develop and implement highly-customized solutions that make sound operational and financial sense.

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Contact Maintech today to discuss IT as a Service in more detail. One of our representatives will be happy to assist you.

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Comprehensive, Cost-Effective Support Solution for Global Hyperscale, Grid and Enterprise Computing Environments

As companies continue to expand their cloud and converged infrastructure solutions, they are challenged to contain cost and improve service stability. Maintech's deep understanding of these challenges led to the development of our Hyperscale Services Framework. We deliver a comprehensive, cost-effective support solution for global hyperscale, grid and enterprise computing environments.

The Maintech Hyperscale Service Framework provides reduced cost, simplification of support and increased operational efficiency. Our service is designed to eliminate budget surprises and product support limitations.

The Maintech Approach allows companies to take advantage of ODM system pricing while maintaining OEM levels of support. Decision makers can choose the best and most cost-effective compute solution regardless of system manufacturer (ODM or OEM). Maintech assumes responsibility for product support and associated supply-chain management of replacement parts.

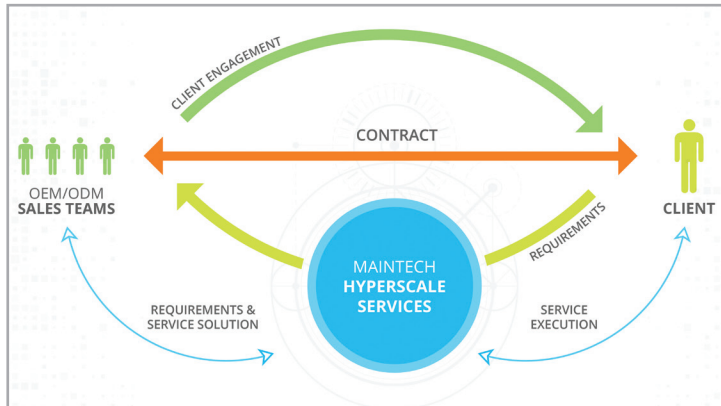
The Maintech Solution unifies support of mixed computing environments throughout the entire system life cycle. Maintech Hyperscale Services provide installation, on-site and remote technical support, parts logistics and de-installation services for both ODM and OEM platforms within a single operational model and defined cost structure.

Hyperscale Services Highlights:



- Installation Services
- Technical Support - Field Dispatch
- Technical Support - On Site
- Technical Support with Parts Management
- Parts Management for Self-Maintainers
- Maintech services follow consistent and efficient process workflow ensuring predictable outcomes with a high quality of service.
- Maintech processes lower expenses and fees by reducing idle cycles, automating routine tasks and measuring resource productivity.
- These processes can be tuned to ensure client's specific requirements are managed where customization may be needed.

Innovative, Customizable And Transparent Service Framework



- Maintech service streams enable our clients to choose the services they require to establish a predictable baseline support model or full lifecycle support across both ODM and OEM compute platforms.
- The service framework each client chooses will establish engagement and execution guidelines to ensure efficient simple delivery of operational activities and provide for clear expectation of deliverables.

- Common Service streams deliver a specified service level and defined cost per service, while providing our clients with the flexibility to tailor certain elements of a service to accommodate custom requirements.

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Maintech Hyperscale Service options can be provided individually or bundled. Contact Maintech today to learn more about our wide array of distributed and cloud computing service offerings.

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Ideal Multi-Platform, Single-Source Solution for High-Demand Operations

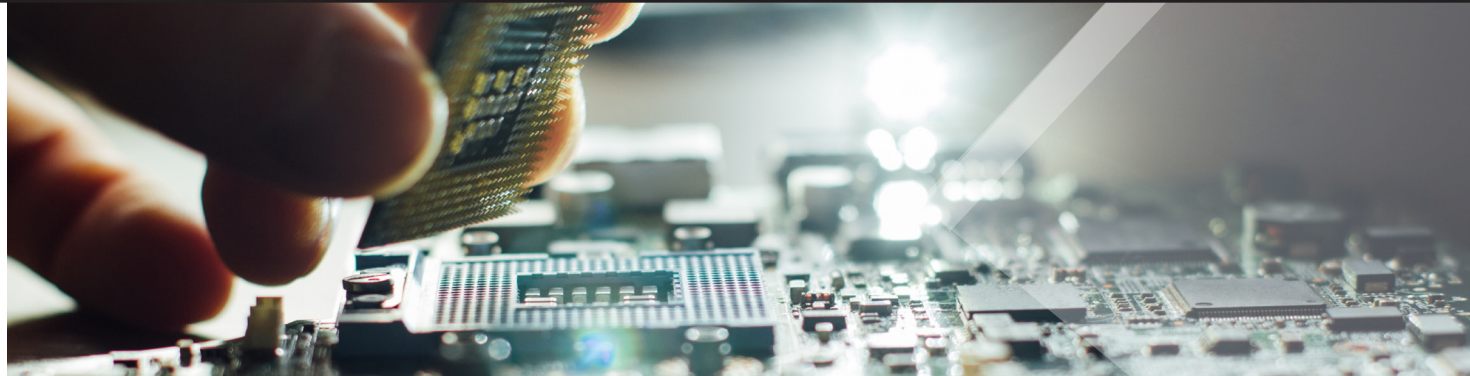
Maintech's Desktop Services can offer on-site support to maintain and/or configure your company's hardware, operating systems, applications, asset management (including an audit trail) and network devices. Our in-house training team conducts quarterly technical evaluations with the local Desktop Support Engineers to ensure they exceed our customer's expectations and stay relevant to the industry.

Our teams regularly attend soft-skills classes to make sure they fit any requirements set forth by our sensitive and/or concierge-level customers. The goal is to blend in as if they were a part of your IT Team. Maintech has the reporting capabilities to show data displaying certain trends that are crucial to your environment. This allows for less downtime, adequate sparing and accurate resource management, including shift patterns. Desktop Services is the ideal solution for Fortune 1000 multi-platform, high-demand operations requiring a single source for services.

Desktop Services Highlights:



- IT Environment Cost Reduction and Streamlining with Experienced, Skilled Staff and Flexible Solutions
- Complete IT Life Cycle Support from Procurement through Operations to System Replacement/Retirement
- Onsite Break-Fix and Hardware Management
- Microsoft® System Center and/or Client Tool Capabilities
- Coordination of Technology Refresh Programs with OEM/VAR/Distributor
- Asset Management fully tracked from procurement through disposal
- Technology Management from installation through Refresh and Upgrade
- Configuration Management including Security, Storage and Performance
- Windows Patch Management, Windows Software Distribution and Incident Management 365 Service



Best of Class Desktop Services

Maintech applies skilled staff, full-service expertise, depth of resources and the ability to deliver flexible solutions for your Desktop Service needs. Our Desktop Service specialists work in tandem with your IT team to establish the service level requirements that meet your goals, while providing added flexibility for dynamic changes in your service needs.

We record and report data that keeps you on top of service level agreement compliance. When combined with your valuable input, we achieve continued quality improvement and increased productivity.

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Find out how Maintech's Desktop Services can help improve your company's productivity. Contact us to discuss your individual needs.

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World-Class Project Management. Highly Skilled Staff. Cost-Effective Solutions.

Maintech's Projects Services offers companies the ability to outsource their internal projects to Maintech at a program level. We have the experience and staff volume to manage projects such as data migrations, application discovery/upgrade, infrastructure moves, server hardware upgrades and Operating System upgrades. Our Project Management Sequence includes the following phases: Discover, Plan, Implement and Support.

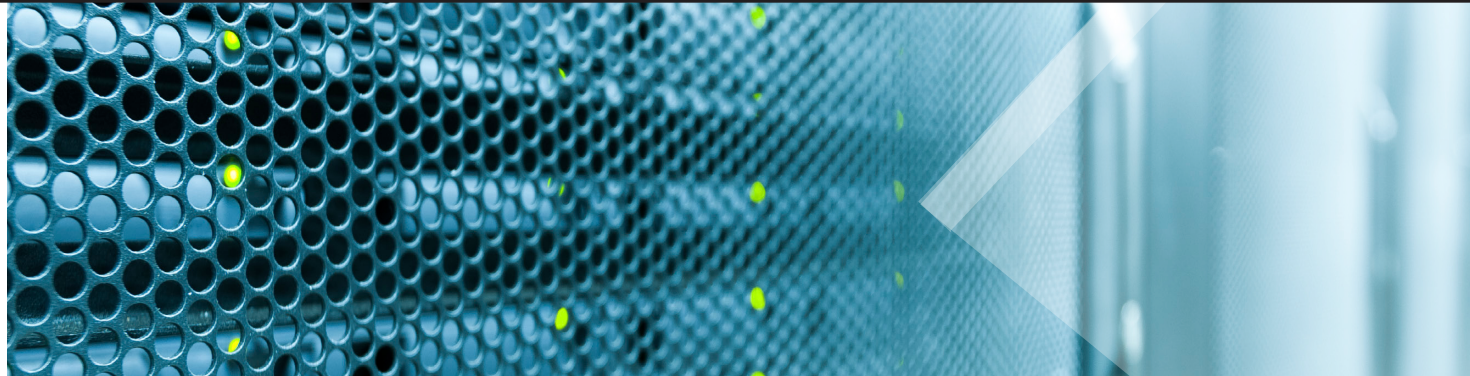
Maintech provides reports that show overall project status, dates and milestones. Our team of Subject Matter Experts (SMEs) ranges from migration engineers to infrastructure architects. Our SME's match the proper skillset with your project's requirements to exceed your project deadlines. Our employees are trained in-house regularly and have a wide range of experience.

Maintech can provide either reports or credentials to view your project's status, progress, success, failures and/or timelines (via our home-grown ticketing system). The data is analyzed and reviewed for known trends. It can be escalated to our Technical Project Management Team to determine root cause. The data is then uploaded to our document library for any current or future projects.

Project Services Highlights:

- Complete IT Life Cycle Support from Procurement through Operations to System Replacement/Retirement
- Technology Refreshes
- Experienced Skilled Staff and Flexible Solutions that Help Reduce Costs
- Ticketing System that Delivers Progress Reports
- Dedicated Technical Project Manager and/or Project Coordinators
- Global Data Center Experience
- Deep Understanding of a Project's Demands and Budget Considerations





Trust Your Projects to Maintech

If your organization has moved a Data Center, upgraded a fleet of computer systems, created a redundant Network Operations Center or taken on other special projects, chances are you have experienced many of the difficulties these projects entail.

Analysis and planning of unfamiliar tasks, allocating resources, training staff, managing and executing all add overhead, especially for first-time and one-of-a-kind jobs. Maintech has the staff and experience to help you accomplish your goals in a fraction of the time. We are ready to step in and get the job done, whether it is on a “need to use” project basis or to strengthen your staff for the long run.

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Ready to start your next IT Project? Maintech would appreciate the opportunity to be of service. Contact us. We're ready to devise the ideal Project Service plan for you.

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