

NETDATA THIRD PARTY MAINTENANCE

*MAXED OUT YOUR IT RETURN OF INVESTMENT & EXTEND YOUR
HARDWARE LIFE-CYCLE BASED ON YOUR IT BUDGET*



Why Netdata?

NETDATA helps companies to identify their purposes, to bring value creation in technology based on data. We use a standardization framework to provide services and solutions.

PLAN

We start with why or customer purpose. This sections we do assessment and requirements of project as customer goals.

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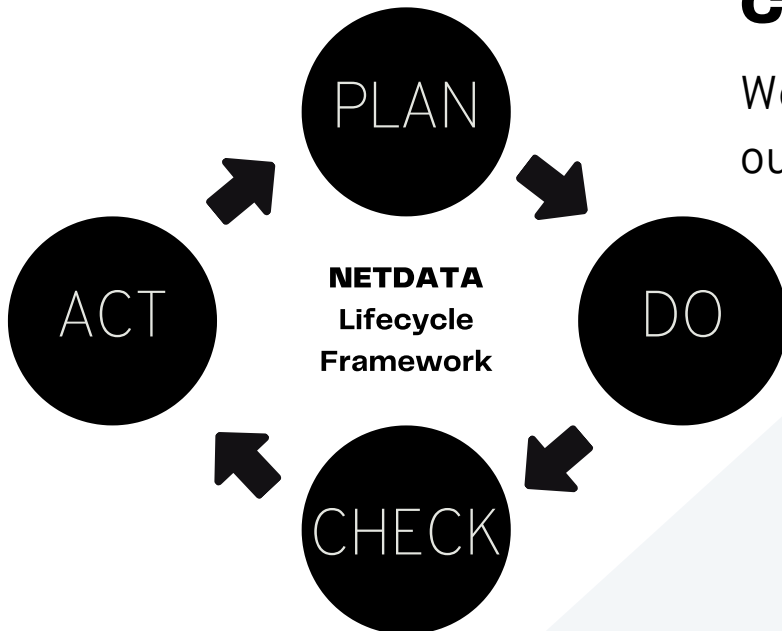
These are things that make design and solution and deployment strategy

CHECK

We do review and approval of our solutions

ACT

Implement Operation and Optimize



Why NETDATA third party maintenance service?



Maxed out your IT Return Of Investment

- » We help clients keep the hardware in service until they've squeezed maximum value from their investment. Extend your hardware life-cycle based on your IT budgetary
- » Being able to keep IT hardware past the manufacturer's end-of-support-life date is becoming increasingly important to IT organizations, especially when budgets are tight, or certain equipment is highly reliable but non strategic.

How strategy we offer?

Warranty & Post-Warranty Support for the typical equipment life-cycle

OEM Support

- 0-3 Years
- New equipment purchase with OEM warranty support

OEM & TPM Support

- 3-6 Years
- OEM may begin issuing End-of-Life announcements starting at Year 5
- TPM available for most brands of server, storage, and networks equipment

TPM or Limited OEM Support

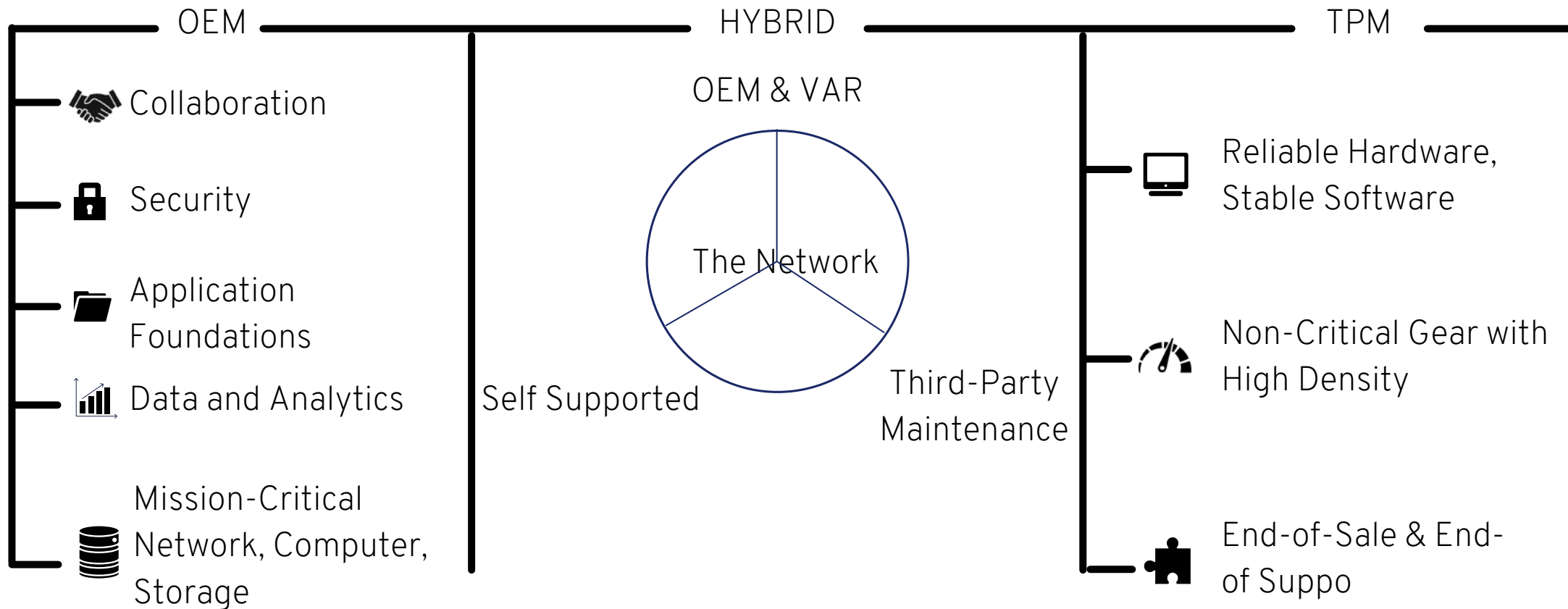
- 6-9 Years
- OEM may begin issuing End-of-Life announcements and eventually stop/ outsource support
- TPM available for most brands of server, storage, and networks equipment

TPM Support

- 9-12+ Years
- OEM support not available
- TPM providers can continue supporting most brands of server, storage, and network equipment

How strategy we offer?

This comparison provides some guidelines around the types of technology that can be supported by each, for your company's more mission-critical areas, featuring high-end compute systems, such as collaboration, security, application foundations, and data and analysis, OEM support may be the best option. For non-critical areas, such as high-density gear at the edge, devices with reliable software, and end-of-sale/end-of-support gear, TPM can be a much more sensible economic option



What key features?

Netdata Maintenance Service (NetCare)

- » We are offering 2 level of support service; Standard 8x5 Next Business Days and Premium 24x7
- » Maximum 15 minutes respond time
- » Supported by expert and certified engineer
- » Backup unit with the same or equivalent hardware

Advance Hardware Replacement (AHR)

- » Replacement unit to extend your hardware life-cycle
- » Ensuring consistent network performance and availability



Netdata ready to support you 24/7 (365 Days) to make sure your system running normally with our service, including:

- » Phone/ Remote Support
- » Optional: Onsite service
- » Helpdesk support & hotline service 24x7
- » Monitoring & tools analytic



Why Use Netdata Maintenance Services?

QUESTION	ANSWER
What if I want to work with one support provider only?	Netdata makes the process seamless with our one-number-to-call service (Concierge Desk).
How do you support new technology or support subscription support like AV, IPS, Firewall push update ?	Simple, we do not. We will always recommend new platforms or subscription stay on Principal support.
What is the best strategy for you to support my edge devices and my core?	No, not necessarily. For example, switches are no longer get software updates and are perfect for independent support.
Why should I consider your support if my entire network is critical, and I only trust Principal care support?	Our value is in the hardware replacement of your devices. Our spare parts are quality tested and have a lower failure rate than the manufacture prove it
Best hardware to use with TPM?	Hardware with status past end of sale and support, can help extend this hardware life-cycle
What if the hardware can not use TPM?	Hardware with subscription-based software, and always update engine like AV, IPS, Firewall
Do you support new device technology/ hardware?	We will always recommend new platforms or subscription stay on Principal/ OEM support
Why should I use TPM?	We give solution as a one stop service to maintain your device without need to hassle and can help extend this hardware life-cycle



THANK YOU