



SUPPORT CONTRACT SERVICES

Many organizations struggle to manage their support contracts effectively, increasing risk and limiting management's ability to make informed budgeting and investment decisions. Tracking hundreds of contracts with numerous vendors, with each contract specifying different service levels and expiration dates, has become confusing, exasperating and expensive. In one recent survey, 76 percent of organizations reported discovering that they were paying support on equipment that was no longer in use!

The unique level of complexity involved in managing IT support contracts requires specific contract management practices, processes and strategies. IT organizations do not typically have these skills, creating a management burden that only distracts them from their key responsibilities.

FusionStorm's Support Contract Services Group can help you reduce complexity and better manage technology assets covered by support contracts. As a single point of contact for managing contracts and maintaining service levels, FusionStorm can help organizations sustain business focus, eliminate waste and maintain better visibility into the true status of the IT environment.

Portal View

Our innovative, web-based service gives you intuitive reports on contract expiration dates, service levels and asset history, separated by manufacturers and month of expiration. You can see at a glance which support contracts are set to expire, so you can take steps to ensure support for critical services regardless of where you acquired them.

This portal gives you secure, centralized visibility from anywhere, making it ideal for budgeting. You have the information you need to determine whether to renew support contracts or invest in new assets, and ensure consistent support levels across business units, applications or projects.

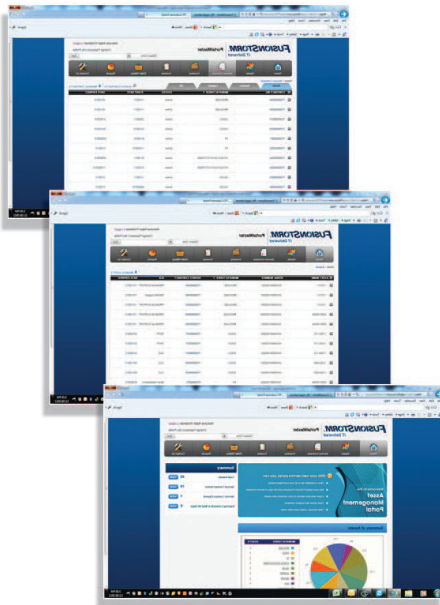
FusionStorm's Support Contract Services Group offers customers a new way of managing support coverage for technology assets.

Of course, this service is more than just a portal. It is backed by skilled support contract professionals with top certifications and decades of experience. The FusionStorm team can quickly consolidate and co-terminate support contracts for all technology assets on a single date or a series of quarterly dates, regardless of when you bought them. We also offer competitive pricing for more than 300 product manufacturers covering the entire IT infrastructure, from the data center to the desktop.

Key Benefits

Some of the important reasons why FusionStorm's Support Contract Services can deliver advantages to your organization include:

- **Single Point of Contact** — In many organizations, there is a disconnect following the actual signing of a contract. The person responsible for procuring equipment or services may not be the person managing the implications of that contract on a day-to-day basis. With FusionStorm's centralized management system, organizations are assured of ongoing tracking of active contracts, with standardized procedures and a common, easy-to-read presentation format.
- **Improved Visibility** — Having a single source for tracking all contract deadlines and expiration dates can prevent unexpected lapses in coverage. The ability to synchronize deadlines can also improve budgeting and decision-making.
- **Business Alignment** — In one survey, 78 percent of organizations said it is very difficult to be certain that all elements of the IT infrastructure are properly aligned to support the business. Managing an organization's support contracts gives FusionStorm a unique insight into the technologies in use and what level of support they require. Organizations can leverage this insight to ensure they are delivering the proper level of IT support across the business.
- **Eliminate Waste** — With a single view of all contracts, organizations gain a better understanding of what is needed and what is not. They avoid paying continued support for systems that are no longer necessary or have become redundant. In addition, customers can leverage FusionStorm's strong vendor relationships to gain better pricing and better standard support on new technology purchases.



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