



## Warranty services



The end of OEM warranties doesn't have to mean the end of your technology. With SHI's enhanced warranty and maintenance services, you can confidently extend the lifespan of your storage, servers, and networking equipment.

### We'll help solve your biggest maintenance challenges

**Budget constraints:** Improved ROI through significant cost savings (30-50%) and superior end-of-life support

**Remote monitoring:** Proactively predict failures and support short-staffed IT

**Flexibility:** Leverage short-term contracts during hardware refreshes and cloud migrations

**Managing multiple OEMs and renewal timeframes:** Co-term multi-tenant support under a single simplified contract

**Swift service:** Promptly repair equipment and work with a single point of accountability

### We support your favorite OEMs



SHI helps maximize your equipment – even after they're deemed end-of-life.



#### Proactive maintenance

- 24/7/365 in-house customer support team
- Engineer callback within 30 minutes
- Local parts inventory
- Real-time status updates
- Express resolution



#### Technical expertise

- Expert guidance via our field service engineers and technical support team
- Maintenance and strategic consults
- Operate OEM equipment at peak performance
- Trusted advisors and problem solvers







#### User-friendly support

- Flexible coverage
- Billing customization
- All-in-one solution
- Dedicated account team
- One contract
- One point of accountability



## SHI warranty services: Because you need to get the most from your investments.

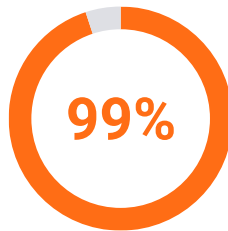
SHI helps bolster your OEM warranties, unlocking the level of support you need to operate IT seamlessly.

 <b>Monitoring:</b> Leverage 24/7 automated support and real-time hardware alerts	 <b>Ticketing:</b> Place tickets, track statuses, and view service history with a 360° service desk
 <b>Account management:</b> Manage coverage and agreements anytime from a centralized location	 <b>Integrations:</b> Streamline workflows and align support by integrating with ITSM platforms

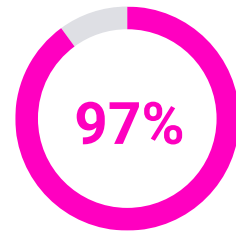
Gain peace of mind knowing you're supported for the entire life of your mission-critical equipment.



Engineer  
callback response



Of onsite responses  
are met



First-trip repair  
success rate

Ready to extend the lifespan of your critical equipment?

Schedule a call with our modern workplace experts to discover how SHI can help solve what's next for your device maintenance.