



Refresh your tech.

MAINTENANCE & SUPPORT SERVICES

# Extend the Life of your Data Center

LSI Technology helps customers keep their existing hardware past end-of-life dates and optimize infrastructure with customizable support services. With nationwide and international support, multi-vendor expertise, customized SLAs, and same day quotes, LSI Technology provides options, flexibility, and savings.



### Expert Engineering

- Multi-vendor certified internal and field engineers
- Root-cause diagnostics, analysis, and monitoring
- Fully-tested parts with replacement warranty



### Quick Response

- 4-hour on-site response times
- Local, nationwide, and global coverage
- Domestic-based help desk to speak with expert on first call



### Unbeatable Savings

- Extend the life of hardware to avoid an unnecessary refresh
- Save 30-70% o OEM renewals
- Co-terminate support contracts for convenience & savings

# Choose the Support that Meets your Needs

We know that data center maintenance isn't one size fits all. That's why LSI Technology offers four service levels to help you create a support solution that meets your unique infrastructure needs.

	LEVEL 1	LEVEL 2	LEVEL 3	CUSTOM
PARTS REPLACEMENT	✓	✓	✓	✓
REMOTE MONITORING	✓	✓	✓	✓
POST-INCIDENT FOLLOW-UP	✓	✓	✓	✓
ON-SITE SPARES KIT	AVAILABLE	AVAILABLE	AVAILABLE	✓
TRAINING	AVAILABLE	AVAILABLE	AVAILABLE	✓
TELEPHONE TECHNICAL SUPPORT	24/7 X 365	24/7 X 365	9 X 5 X 5	✓
ON-SITE TECHNICAL SUPPORT	4-HR RESPONSE	NEXT BUSINESS DAY	NEXT BUSINESS DAY	✓

Trust LSI Technology to help optimize, manage, and protect your data center infrastructure. We offer a full slate of services designed to help you through every stage of your IT equipment lifecycle.

**CONTRACT AUDITS • EQUIPMENT MOVES • DATA CENTER RELOCATIONS  
IT ASSET DISPOSITION • DATA ERASURE & DESTRUCTION • SYSTEM HEALTH CHECKS • AND MORE**

Supporting Storage Arrays, Switches, Tape Libraries, Directors, Servers, Drives, and more from 30+ Manufacturers



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