

## TRANSFORMYX MAINTENANCE

Transformyx Maintenance Plans improve on the effectiveness of IT operations by implementing industry best practices and standards. Transformyx Maintenance professionals provide support based on ITIL principles including support response times, incident resolution, problem resolution, first call resolution and change management controls. Keeping end users happy and productive is our primary mission freeing your internal IT staff to concentrate on line of business applications and strategy.

Transformyx maintenance plans covers your entire IT infrastructure to maintain and assist with technology issues and resolution. Our maintenance plans cover switching hardware and software, wireless hardware and software, network security devices, IP Telephony hardware and software, and Multi-function devices.



### MAINTENANCE PLANS:

**Transformyx maintenance plans include everything your organization need to be successful:**

- Drop shipped advanced replacement parts
- Software patches
- Issue resolution of known defects or vulnerabilities
- Access to online and live technical assistance
- Advanced replacement of parts with required installation and software configuration support to facilitate replacement.

### KEY BENEFITS:

- Reduce TCO "Total Cost of Ownership"
- Increased Workforce Productivity
- Reduced Downtime
- Comply with Regulatory Standards