



# Maintenance Defined - SirviS MD

## The Revolutionary Alternative to High Cost TPM Contracts



**SirviS**  
Global Super Network



**Today's sophisticated IT equipment no longer aligns with conventional high-price support contracts that were required for older, more complex systems.**

Current equipment is more straightforward, fault tolerant and features built-in redundancy, enabling the technology to safely remain in 'degraded status' for extended periods. This evolution has significantly reduced the criticality for maintenance contracts with 4-hour response SLAs. More importantly, it has rendered the conventional support model with high premiums and costly upfront annual commitments as largely unnecessary.

## Why Choose SirviS MD?

- ✓ **Pay per incident only** – with minimal subscription
- ✓ **Potential savings 40% - 75%** vs conventional support contracts
- ✓ **Significantly** reduced Opex spending
- ✓ **Transparent**, guaranteed ROI model
- ✓ **Global access** to SirviS service technicians and OEM parts
- ✓ **Veteran team** committed to support delivery



# New Approach for Server/Storage/Network Maintenance

**SirviS has revolutionized the traditional high-priced support model with its innovative pay-per-incident model.**

SirviS MD offers a practical approach to your on-demand maintenance contract: a guaranteed Next Business Day (NBD) SLA commitment for the majority of your data center, and 24/7/4 support for your most critical systems. Enterprises are charged a minimal subscription fee and then pay only when service or parts are needed. The risk of high costs is eliminated completely with SirviS's not to exceed (NTE) maximum cost amount.



## **Guaranteed Savings:**

Avoid the high, unnecessary upfront costs of long-term maintenance contracts with SirviS MD's pay-per-incident service with NTE cap.



## **Practical SLA Commitment:**

4-hour SLAs are typically tied to high premiums, and are truly no longer necessary with today's advanced systems. Our NBD SLA commitment is ideal for anything but your most ultra-critical systems.



## **Same Trusted Service:**

If you think your TPM has exclusive access to parts or top-tier technicians, think again. SirviS MD provides the top-quality hardware and service support you have come to rely on to keep your business running smoothly.



## **Seasoned Professionals:**

SirviS's team is comprised of industry veterans with decades of experience providing hardware maintenance and professional service to enterprises around the world.

# SirviS MD

## Contract Includes:

- ✓ Minimal subscription cost
- ✓ On-demand, pay-as-you-go maintenance contract
- ✓ Parts + technician (as required by customer)
- ✓ NBD SLA commitment
- ✓ 24/7/4 support for ultra-critical systems
- ✓ Not to exceed (NTE) maximum amount on total out-of-pocket costs
- ✓ Quarterly in-depth reports



## Sample Savings for Typical Enterprise:

### Scenario 1:

TPM Contract

**Upfront contract** = \$325k

**Covered systems** = 1,300

**Service calls** = 130

**15 calls** requiring parts & labor

**115 calls** requiring parts only

**Total annual cost** = \$325k

### Scenario 2:

SirviS MD Contract

**Subscription fee** = \$105k

**Covered systems** = 1,300

**Service calls** = 130

**15 calls** requiring parts & labor = \$30k

**115 calls** requiring parts only = \$10k

**Total annual cost** = \$145k

**Bottom line savings = \$180k**

**For more details and a customized quote, contact us**

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