

Multivendor Service & Maintenance Contract Management

As part of our commitment to simplify the management of multiple vendors and provide an at-a-glance overview of your infrastructure maintenance, we've developed the Systain Customer Portal. Web-based and accessible from any web-connected mobile device, tablet, laptop or desktop, the Systain Customer Portal aggregates all of your product-specific maintenance contracts seamlessly into a centralized, easy-to-navigate resource. Managing for any product within your infrastructure is now just a click away with our simple, intuitive interface.

Systain Customer Portal Overview:

Maintenance Agreement Management: Searchable and cross-referenced repository of current, past, and available maintenance contracts for your IT assets. Set reminders of sun-setting coverage agreements and flag end of life and last day of support timelines.

Inventory Management:

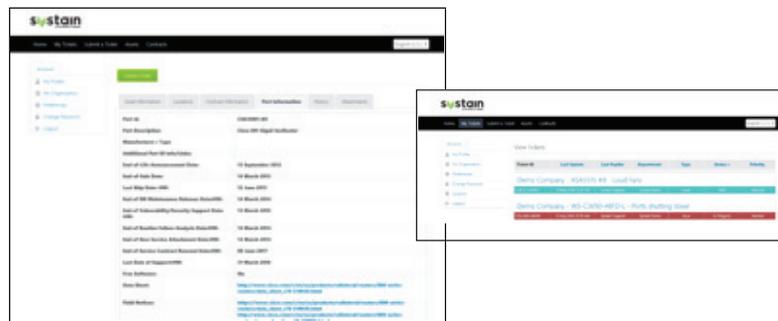
Line item and part number-level detail of your assets.

Serial Number	Part ID	Status	Contract name	Service Level	Contract Start	Contract End
FDC684851	CS0298198	Risk	SMT1-98576	24/7 - Any	20 February 2017	18 February 2022
FFX642137	CS0298198	In Service	123456	24/7 - Any - Onsite	08 May 2017	08 May 2017
LXNDP43546	WS-C3808-12D-5	In Service	123456	24/7 - NBD	08 May 2017	08 May 2017
ZY9895458	CS0298198	Decommissioned	SMT1-98576	24/7 - Any - Onsite	20 February 2017	18 February 2022
PTD8845584	WS-C3808-12P5-5	In Service	123456	24/7 - NBD	08 May 2017	08 May 2017
PAU889991	CS0298198	In Service	987654	24/7 - NBD	01 April 2017	31 March 2019
PTD889863	PA-87-232	In Service	987654	24/7 - NBD	01 April 2017	31 March 2019
V5K485678	CS0298198	In Service	123456	24/7 - Any	08 May 2017	08 May 2017
ZT7485458	WS-C3808-12D-5	Risk	SMT1-98576	24/7 - Any	20 February 2017	18 February 2022
FDC684851-481	CS0298198	Risk	SMT1-98576	24/7 - Any	21 December 1988	31 December 19
FFX642137-481	CS0298198	In Service	123456	24/7 - Any - Onsite	31 December 1988	31 December 19
PTD889863-481	PA-87-232	In Service	SMT1-98576	24/7 - NBD	20 February 2017	18 February 2022
V5K485678-481	CS0298198	In Service	123456	24/7 - Any	31 December 1988	31 December 19
ZT7485458-481	WS-C3808-12D-5	Risk	SMT1-98576	24/7 - Any	31 December 1988	31 December 19
FDC684851-482	CS0298198	Risk	SMT1-98576	24/7 - Any	31 December 1988	31 December 19
FFX642137-482	CS0298198	In Service	123456	24/7 - Any - Onsite	31 December 1988	31 December 19

The Systain Customer Portal furnishes you with a detailed inventory of assets, providing serial numbers, part numbers, and contract information across all vendors and support agreements

End-to-End Infrastructure Overview Better Operational Insight

Once you've established an account with us, we import and integrate your existing portfolio of maintenance agreements into your secure and customized profile in the Systain Customer Portal. A powerful search capability enables instantaneous filtering and sorting by vendor, part number, component category, etc., resulting in actionable results and report output in MS Excel spreadsheets. Locating assets sold and supported by Systain or any vendor is possible by serial number, purchase date, location, or any number of other factors. Now, submitting Systain tickets, reporting problems, requesting RMAs, tracking down outstanding issues, are just a click away with a simple, intuitive interface.



Backed by Responsive & Expert Systain Support

As a valued Systain customer, we provide you with the same level of assistance for your use of the Systain Customer Portal as your entire IT infrastructure.

- Technical support by Level 2 or Level 3 Engineers all the time, all year (24x7x365)
- One-call part replacement policy (goodbye time-consuming & frustrating call escalation games)
- Service Level Agreements tailored to your specific needs, from next day, 4-hour delivery, or 4-hour delivery & on-site engineer
- Global fulfillment centers with same-day shipping anywhere in the U.S. or EU
- Expert support for your entire network infrastructure from core to edge, including servers, firewalls, optics, VIOP phones, and much more

To experience the power of having a reliable, single source of information available to you and your team, contact your Systain account manager for an online demonstration.