



GLOBAL IT Hardware Maintenance



SMART 3RD PARTY

BETTER SERVICE. EVEN BETTER PRICE.

BEST-IN-CLASS GLOBAL TPM





In an era where technology is essential to business processes,

maintenance remains one of the largest costs for most organizations. Third-Party Maintenance (TPM) providers have disrupted the outdated OEM only model of IT hardware maintenance. TPMs allow businesses the chance to avoid the OEMs planned obsolescence of IT equipment, and extend the useful life of their networking, server, and storage assets by many years.

Smart 3rdParty has developed a process that delivers quality maintenance and support. We are here 24/7/365 to support your IT hardware assets! Our Tier4 SME Engineers are here to solve your most complex problems. We are constantly improving and refining our process to keep pace with how the IT world is changing. For our end-users and channel partners our promise is

Better Service, Even Better Price!

HOW DO WE DELIVER THIS SERVICE?

 24/7/365 HELP DESK	<ul style="list-style-type: none">• SmartPortal• SmartNOC Network Operations Center	<ul style="list-style-type: none">• 24/7/365 Live Person Response• Rapid Escalation to Tier 4 Engineers
 PARTS LOGISTICS	<ul style="list-style-type: none">• On Site Spares Availability• Global Forward Stocking Locations (FSL's)	<ul style="list-style-type: none">• Same Day Air Courier• 24x7x365
 ON-SITE FIELD ENGINEERS	<ul style="list-style-type: none">• Trained and Skilled Field Engineers• Global Field Service	<ul style="list-style-type: none">• 24x7x365 Response• Work With Tier4 on Complex Issues
 TIER4 SPECIALIST ADVANCE ENGINEERS	<ul style="list-style-type: none">• SME – Subject Matter Expert Engineers• Detailed Action Plan Creation	<ul style="list-style-type: none">• Advanced Level Troubleshooting• Comprehensive Understanding of Each Platform

“ Smart 3rd Party is large enough to take care of your most complex problems, but at the same time, small enough to care. ” – Ken Peck, President of Smart 3rd Party

SMART 3RD PARTY DELIVERS VALUE

- ▶ We pledge to offer you the best price and deliver quality support.
- ▶ Our Smart supply chain logistics platform, implemented globally, ensures parts arrive on time.
- ▶ We provide fast turnaround time on quotes.
- ▶ With our Smart Field Engineering platform, the FE will arrive onsite when needed around the globe.
- ▶ Your maintenance and support requirements are 24/7/365 around the globe.
- ▶ We provide flexibility and are easy to do business with.

S3P Is A Gartner Pure Play Third Party Maintenance Provider

BRANDS
WE
SUPPORT



HITACHI



JUNIPER
NETWORKS

Lenovo



Quantum.





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