INTRODUCING THE EXPRESS LANE TO
MAXIMISE UPTIME

Our remote multi-vendor platform support service is a revolutionary new remote service that can be fully integrated with our MaintenancePro maintenance plans. The system proactively identifies hardware faults 24/7 and significantly improves the speed and accuracy of problem resolution. If you're looking to maximise uptime, this is a game changer with plenty of upside.

Proactive Fault Detection
Our system proactively identifies faults 24/7 without the need for customer action of any kind.

Faster Response and Resolution Times
Once a fault is detected, the system instantly self-creates a ticket for immediate repairs.

Accurate Part Identification
Each generated ticket includes machine type, asset serial number, part number and fault description.

Faster First-Time Fixes
More informed alerts result in better-prepared responses and a greater percentage of first-time fixes.

Extremely Secure
We set up security features based on each customer's individual security requirements, and we ensure that non-public data is never accessed or transmitted.

Non-disruptive
Automated detection and ticket creation enables your IT staff to focus on other data centre priorities.

Fully Supported
Our system supports all storage, server and networking equipment and all OEM vendors currently supported by MaintenancePro.

Easy Implementation
Our system is packaged as a value-added service for supported storage systems and includes a consultative implementation with your IT staff.

Full Visibility
Customers will have both online and mobile access to data centre hardware status, events and inventories.

Contact us today on +44 (0) 1359 221038
to learn more about our remote multi-vendor platform support service, and maximise your uptime!