



Maintenance

Maintenance Services Flexible Service Programs

Data Vista offers 24x7x365 IT maintenance services to ensure reliability, maximum availability, and on going operations of our customers' IT infrastructure. When choosing the optimum set of service programs,

Data Vista collaborates with customer to consider the following factors:

- Will the system be used to run critical functions that require a high level of availability?
- Will system downtime be a serious problem for users?
- How do system outages affect relationships with internal users or customer's suppliers?
- What is the trade-off between system availability and the cost of support?

Data Vista offers service programs to meet every support and budget requirement. Regardless of which service program is chosen, Data Vista will always address every service request and resolve the problem rather than debate over whether equipment is or is not under a maintenance contract.

The options for our service programs are as follows:

- **Full Onsite Service:** Data Vista troubleshoots, diagnoses, and provides onsite services to fix problems within agreed SLAs.
- **Remote Technical Support:** Data Vista provides remote technical support and parts for immediate crisis resolution and repair.
- **Parts Depot:** Data Vista provides replacement parts and/or whole units required to restore full functionality and meet OEM specifications.
- **Time and Materials:** If a customer does not have a need for a monthly maintenance plan, Data Vista may offer repair services on an hourly+ parts (i.e., time and materials) basis.
- **Contractual Terms:** Service level agreements are available in single-year and multi-year contracts, with discounts offered for multi-year agreements.
- **Customized Plans:** Data Vista customizes support structures that utilize any combination of the above service programs and will accommodate any requested SLA.