

Four Walls Advantage

Enabling Your IT Infrastructure

Cost-Effective, Flexible Multivendor Data Center Support

Akibia's Four Walls Advantage delivers customized, flexible, multivendor mission-critical data center support in an easy-to-manage, single-site support contract at 25-40% less than the OEM. The service optimizes systems availability and performance through a combination of multivendor hardware maintenance, customized SLAs, dedicated account management, training, and quarterly system "true-ups." Akibia's Four Walls Advantage can be further customized to include on-site parts and field engineers, Operating System support, monitoring, asset inventory, and security and data center consulting services.

A Customized Approach to Site-Based Multivendor Maintenance Services with Streamlined Contract Management

Akibia is known for our flexibility, customization and ability to provide superior support service at lower costs. With Akibia's Four Walls Advantage you gain additional benefits including streamlined contract administration via a single contract for all the systems in your data center. Supported systems include:

- **Servers and Storage Systems** - Sun, HP, IBM, EMC, NetApp and Dell;
- **Network Infrastructure** - Cisco, Citrix, Riverbed, Extreme Networks and Blue Coat Systems;
- **Security Infrastructure** - Blue Coat Systems and Check Point.

Akibia's **Four Walls Advantage** includes the following:

24X7 TECHNICAL SUPPORT CENTER

- Akibia's Help Desk is a complete technical support center, available 24x7x365, providing telephone and Web-based support for both hardware and software problems.

CUSTOMIZED SERVICE LEVEL AGREEMENTS (SLAs)

- While two-hour SLAs are standard in the service, we offer a complete family of on-site and self-maintenance support solutions, as well as a range of response times, coverage options and customized call flows to help clients reduce costs and create a support contract that fits their unique needs.

BEST-IN-CLASS LOGISTICS & EXPERT FIELD ENGINEERING

- Akibia's extensive spare parts inventory, strategically located throughout the United States and Europe, as well as our expertise in logistics planning ensures that the right parts are available to meet our customer commitments. Our experienced engineering team is OEM certified and industry-trained to ensure you experience minimal downtime.

ACCOUNT MANAGEMENT

- Akibia assigns an account team that is responsible for understanding your needs and objectives and for developing a comprehensive support plan ensuring maximum IT availability and efficiency. Periodic account support reviews provide a forum for open communication between your organization and Akibia to discuss ways to improve and optimize your IT environment.

IT EDUCATION SERVICES

- In our state-of-the-art labs Akibia provides hands-on practical training in the hardware and software we support. Custom training is also available on a wide-range of data center technologies.

QUARTERLY TRUE-UPS

- Systems can be added to the support contract at anytime, and billing is reconciled quarterly.

Additional Services to Build a Complete Data Center Solution

Four Walls Advantage customers may choose to add additional Akibia services to best fit their unique requirements for a complete data center solution within a single, site-based contract. Akibia offers:

ONSITE PARTS AND FIELD ENGINEERING

- Akibia can staff your data center with dedicated field engineering resources and provide onsite parts.

AKIBIA SOFTWARE KNOWLEDGE (ASK)

- Akibia's Software Support Service provides you with technical assistance to efficiently diagnose, troubleshoot and resolve operating system (OS) as well as systems management software issues.

AKIBIA REMOTE MONITORING SERVICE (ARMS)

- ARMS helps you maximize systems uptime through the advanced notification of potential issues and faster problem resolution when failures occur. Akibia monitors your server, storage, network, firewall and application environment 24x7. The service includes performance monitoring, real-time hardware fault monitoring, and reporting and trend analysis.

ASSET INVENTORY & MANAGEMENT SERVICES

- Akibia will scan and record all the critical systems covered under your Akibia maintenance agreement and provide a complete asset inventory list. Effective asset inventory and control empowers our customers to track their hardware and software allowing for better management and utilization of these systems.

IT CONSULTING SERVICES / ACCESS TO AN EXPERT

- Akibia's consultants can help you optimize and secure your data center infrastructure. We provide network and systems performance analysis, as well as infrastructure, risk and security assessments.

REPORTING & TREND ANALYSIS

- As part of the account review process, Akibia provides historical SLA performance reports as well as overall systems performance, utilization and availability analysis. We provide monthly activity reports on performance-based warnings, uptime related alerts and key systems metrics as well as periodical trend reports and analysis of system uptime and utilization.

The Alternative in Data Center Support

Akibia provides a **cost-effective alternative** to OEM support, offering clients savings of 25-40%. Our multivendor data center services are delivered by an **experienced and talented support team** that **understands your unique requirements** and ensure you receive an **exceptional level of service**.