



Akibia's Multivendor Systems Maintenance Services

ENABLING YOUR CLIENT'S IT INFRASTRUCTURE

■ OPTIMIZE ■ ■ SECURE ■ ■ MANAGE ■ ■ SUPPORT ■

Partnering with Akibia to Deliver Best-in-Class Multivendor Solutions

Akibia provides comprehensive support services for the mission-critical hardware and software that make up your customers' data center environment. Serving as your single point of contact we partner with you to provide **multivendor hardware maintenance**, **operating system support**, **education** and **proactive monitoring services** to support your clients' complex, heterogeneous IT environments. Akibia's services are designed to help your clients enhance their IT reliability, performance and efficiency of their server and storage environments. Our support services help you increase your value to the customer by delivering a comprehensive multivendor support solution.

Akibia's Mission-Critical Multivendor Systems Maintenance

Akibia's core business is delivering multivendor hardware maintenance and operating system support for **UNIX**, **Linux** and **Windows** environments. As part of our multivendor systems maintenance services we provide 24x7 help desk technical support - ensuring the accurate diagnosis of any hardware or software-related issue, the efficient delivery of replacement parts and education services.

HARDWARE AND OPERATING SYSTEM SUPPORT

Akibia provides hardware support for **Sun Microsystems**, **Hewlett-Packard**, **IBM**, **Dell**, **EMC**, and **NetApp** server and storage systems as well as OS support for **Solaris**, **HP-UX**, **AIX**, **Red Hat Linux**, **SUSE Linux** and **Windows**.

24X7 HELP DESK TECHNICAL SUPPORT

All Akibia's systems maintenance customers are backed up by our 24x7x365 call center which provides telephone and Web-based help desk technical support for Sun, HP, IBM, Dell, EMC and NetApp hardware and software-related issues. Our experienced technical support engineers are OEM certified in both hardware and software and can efficiently and effectively isolate and diagnose the problem. Akibia's average time to answer a service call is within 19 seconds and our call center does not use voicemail or scripts, expediting the problem determination process.

BEST-IN-CLASS LOGISTICS SUPPORT AND PARTS DELIVERY

Our expertise in logistics planning and parts inventory management ensures that the right parts are available in the right location to meet the commitments you have made to your customers. We maintain an extensive network of strategically located parts banks across the world and operate one of the largest testing and repair facilities in the industry. Akibia consistently exceeds our service level agreements (SLAs) at a rate of 99%.



EDUCATION SERVICES

Akibia's experienced IT training team can provide customized training to you and your customers in a variety of data center technologies. We offer courses in hardware maintenance, systems administration, virtualization, security and Storage Area Networks (SANs).

Akibia's Additional Data Center Support Services

In addition to providing multivendor systems maintenance services Akibia also delivers:

NETWORK AND SECURITY SUPPORT SERVICES

In addition to supporting server and storage systems, Akibia supports network and security infrastructure, including Cisco, Blue Coat, Extreme Networks, Riverbed, Juniper and Check Point.

24X7 PROACTIVE INFRASTRUCTURE MONITORING

Akibia's remote monitoring service will track your clients' critical systems to identify weaknesses and guard against system failures 24x7. It maximizes system uptime through the advanced notification of potential problems and faster mean time-to-repair and problem resolution when failures do occur. By setting capacity and threshold parameters, most potential infrastructure problems can be identified and averted remotely, without the client ever experiencing service degradation.

HARDWARE PROCUREMENT

Akibia will assist you in procuring hardware and component parts - either new or refurbished - to support your customers - allowing them to extend the life of their infrastructure.

DATA CENTER RELOCATION SERVICES

Akibia has extensive experience helping clients relocate their data centers - from dismantling, packaging, and physically moving their infrastructure to testing and bringing the systems back online. By leveraging our infrastructure of warehouses and testing and repair facilities, our in-depth technical knowledge across multiple hardware platforms and operating systems, project management skills, and logistics, IT planning and operations capabilities, we can support you in relocating your clients' data centers.

Akibia's Customized Approach to Data Center Support

Recognizing that each client's support needs are unique to their business and industry, we partner with you to design a customized multivendor support solution that is the right fit for your customers. We will support you in managing the ongoing client partnership through periodic account reviews and by providing in-depth performance reporting and analysis. Akibia's Support Services offer the following:

CUSTOMIZED SERVICE LEVEL AGREEMENTS (SLAS)

Rather than offering pre-packaged service plans, which may require clients to pay for service levels they do not need, Akibia's hallmark flexibility enables us to offer **customized, cost-effective support solutions** - allowing your customers to maximize the value of their existing systems while minimizing downtime. We customize solutions on a per-system basis by thoroughly understanding the client's environment and how critical specific servers are to the company. This ensures we provide a cost-effective support solution tailored to their specific requirements.

ACCOUNT MANAGEMENT AND QUARTERLY BUSINESS REVIEWS

Akibia will assign an account team responsible for understanding each customer's needs and objectives and ensuring client expectations are continually met and exceeded. Periodic account support reviews provide a forum for open communication between your organization, your client and Akibia to discuss ways to improve the availability and performance of the client's IT environment.

REPORTING & TREND ANALYSIS

As part of the ongoing account review process, Akibia provides historical SLA performance and activity reports in addition to overall systems performance, utilization and availability reports and trend analysis.

The Akibia Difference

Since 1988, Akibia has been helping customers support, manage, optimize and secure their mission-critical data center environments. Akibia's commitment to delivering the best possible service and outstanding customer support are our greatest differentiators. Our TLC² customer service philosophy motivates every Akibia employee to constantly 'Think Like a Customer,' promoting Trust, Loyalty and Commitment. Akibia brings the following to your client engagements:

- **Single Point of Contact for Multivendor Systems Support** – With deep technical knowledge across a wide range of server and storage platforms, operating systems, security devices and data center technologies we provide best-in-class support for your customers' data center environments. In addition to supporting server and storage environments, Akibia will also support your clients' **Cisco network infrastructure**.
- **Focus on Service** – Founded as an independent services provider, Akibia's cumulative knowledge, expertise, experience and best practices supporting mission-critical data centers enable us to deliver the highest standard of service and support.
- **Our Experience** – With over 22 years experience supporting complex, multivendor, multi-platform data center environments, we have worked with some of the most demanding, mission-critical data centers in the world, ensuring they are optimized for availability, reliability and performance.

About Akibia, Inc.

Akibia provides innovative IT solutions that enable leading companies worldwide to optimize, secure, manage and support their mission-critical infrastructure. Combining expert consulting, integration and support services with world-class customer service, Akibia helps IT organizations reduce costs, increase efficiencies and manage risk in the data center. Founded in 1988, Akibia is an independent IT services company with offices throughout the United States and Europe.