

**EXCEL**

SERVER MAINTENANCE

Better Technology For Better Business

LOWER COST, BETTER SERVICE, SIMPLIFIED ADMIN ONE MAINTENANCE CONTRACT. PERIOD.

IT infrastructure governance and maintenance should be a utility – like the electricity for your lights, the water delivery, and daily mail – unnoticed until something goes wrong. But when it does go wrong, IT repairs can be costly – leading to a drain on revenue, increased downtime, or just decreased productivity.

That's why it's critical to have the right partner – one that can not only cover adverse events, but create and maintain the proper measures that prevent events from occurring altogether.

To better serve the growing complexity of our customers needs, EXCEL has partnered with Delta Group. Delta Group is an experienced, dedicated IT infrastructure company that a variety of industries trust to maintain their enterprise hardware. With decades of experience, Delta performs everything from routine check-ups to large-scale implementations that mitigate enterprise risk, increase productivity, consolidate maintenance contracts, and reduce costs.

A COMPLETE SUITE OF FULLY-MANAGED SERVICES

By relying on Delta for maintenance- and performance-related tasks across your entire infrastructure, businesses can minimize contract complexity while maximizing uptime. EXCEL will help you to realize additional value through:

- A single contract
- A single renewal date
- A single point of contact
- A single integrated lifecycle solution
- A single global multi-vendor support team
- A single interface to manage all of your assets, in real time

EXPERT UPKEEP

EXCEL executes enterprise maintenance on a bi-monthly, monthly, and quarterly basis, or as often as required to keep your IT infrastructure running smoothly and efficiently.

With lifetime support guarantees, we'll maintain your IT infrastructure from day one through to end-of-life and end-of-support management. Beyond maintenance, EXCEL can support your hardware needs as they arise, with data erasure and destruction services, life-cycle management, and augmented monitoring solutions.

HIGHLIGHTS

Whether it's 10 AM on a Monday or 5 AM on a Saturday, EXCEL provides on-call field services to support your server maintenance. We offer:

- Dedicated personnel who understand your business and your operational environment
- Highly-skilled technical assistance and support specialists
- Call escalation protocols
- The EXCEL/Delta View portal to support all tickets, service histories, ticket monitoring, and projected resolution timing

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