



How Long Can Your Business Survive When A Server Is Down?

Your business relies on your servers. We understand the affect a failed server has on your business and we respond accordingly. And we respond quickly. You talk to a human voice, not voice mail because we know the importance of status communication to your company, especially when critical servers are involved. You will get the information you need to respond to your management team as soon as you tell us there's a problem. Server Maintenance is an insurance policy on your servers. If your hardware fails, N'compass will dispatch a technician to replace the defective hardware at no cost, as it's paid for over the term of the coverage. When N'compass handles your server maintenance, your company will enjoy increased uptime, reduced downtime, and a boost to your bottom line. In fact, we have never lost a Server Maintenance client; they claim the benefits we provide are too great and our strategic partnership too valuable for them to switch to someone else.

Benefits

- We provide a single point of contact for your multiple platform environment. No more wasted time spent looking up manufacturer's 800 numbers or paging through warranties.
- 24/7 availability to our seasoned technicians. Repair to your servers regardless of the time of day ensures your business is running at full capacity during profitable business hours.
- A faster response time and server return to service time than manufacturers, minimizing your lost business opportunity. Our average call response time is 11 minutes.
- Improved communications. Minimize your frustration by talking to a "live" technician, not a voice automated menu that prompts you to leave a message and wait for a call back.
- We maintain an inventory of critical components and have access to over 35 parts distributors. Better availability of parts ensures your servers are up and running in the shortest time possible.

