

Managed Maintenance and Support: REDUCE COST AND INCREASE AVAILABILITY

By consolidating maintenance contracts with Mainline, our customers obtain savings in vendor contract management costs while receiving higher levels of service.

Through Mainline's Managed Maintenance and Support program, your multi-vendor inventory and coverage are tracked, keeping you in the driver's seat. Mainline's online contract management program, CustomerLink, provides centralized management, reconciled reporting, summarized billing and online access for all of your hardware and software maintenance support contracts. Ask your Mainline representative for a demonstration of this exciting program.

Advantages of Managed Maintenance and Support

- Improved service levels
- Management of multi-vendor support
- Consolidated and coterminous agreements
- Extended term and prepay discounts
- Full term price protection on initial contract inventory and additions
- Refunds for unused support as inventory is removed from use

CustomerLink

Mainline provides maintenance contract and inventory tracking via our client accessible secure online portal, CustomerLink.

- View all assets at a glance
- Plan renewals
- Request changes
- Track inventory by Department or Division
- Add internal machine names



Coverage from A to Z

Mainline has relationships with the industries best-in-class service providers today. With those associations, we have established a global solution with the capacity to address nearly all IT equipment manufacturers and models enterprise wide.

MAKING IT MORE MANAGEABLE

BY TAKING ALL OF THESE...

AND ROLLING THEM INTO THIS...

Asset Location

Address	City, State, Zip	Assets
Philadelphia 267	Philadelphia, PA 19104	6
1866 W Addison St	Chicago, IL 60613	20
233 S Wacker Dr	Chicago, IL 60606	11
646 Main St	Dallas, TX 75202	14
1301 HHS High Stadium	Denver, CO 80202	16
1111 S Figueroa St	Los Angeles, CA 90015	15
350 5th Ave	New York, NY 10118	8
1375 Buena Vista Dr	Orlando, FL 32830	7
93 Stamford Rd	Singapore, Malaysia, 178997	13
Plaza de las Heras	Tijuana, Mexico, 22060	9
325 Bay St	Toronto, Canada, ON M5H	7

Expiring

Count
Expired
30 Days
60 Days
90 Days
90+ Days

Service Ticket Profile

Status	Date Opened	Location	Serial #
OPEN	8/28/2017	Denver - 1301 HHS High Stadium	123457
CLOSED	8/17/2017	Los Angeles - 1111 S Figueroa St	123456

To learn more, call us toll-free at 866.490.MAIN(6246) or speak with your Mainline Account Executive.

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