

# Managed Maintenance and Third Party Support:

## REDUCE COSTS AND EXTEND THE LIFE OF IT ASSETS

**By consolidating maintenance contracts with Mainline, our customers receive customized support based on IT asset lifecycle requirements.**

Businesses are extending the life cycle of some IT infrastructure while OEMs are shortening the support life of their offerings. This trend challenges business leaders who want to reduce costs and extend the value of their IT assets, while maintaining a stable environment.

### Third Party Support Benefits

#### Reduce Maintenance Costs by 50-70%!

After warranty expires OEMs charge a hefty premium to keep maintaining equipment.

#### Simplify and Save:

Consolidate all vendors into one single source. Save time and resources by managing contracts through a global One-Stop-Shop for all IT services contracts. Mainline works with you to co-term & consolidate contracts.

#### Supply Chain Issues and Inflation.

Extend the life of IT assets through Third Party Maintenance (TPM) support. TPMs can continue to support hardware for years after the OEMs announce End-of-Life (EOL/EOSL).

#### Faster response time.

Each ticket is opened with a certified engineer from the start. Large OEMs have multiple levels of management and complex hierarchies that delay response.

#### Digitize maintenance related workflows.

Mainline tracks all maintenance, 24x7, across all contracted platforms using an online maintenance portal.

### OEM vs Third Party Maintenance

|   | OEM | TPM |
|---|-----|-----|
| Lower maintenance costs (50-70% less)       |     | ✓   |
| Service for multiple manufacturers & models |     | ✓   |
| Service after "end of life"                 |     | ✓   |
| Flexible & customizable service agreements  |     | ✓   |
| Certified engineers                         | ✓   | ✓   |
| Locally stocked parts                       | ✓   | ✓   |
| System Monitoring                           | ✓   | ✓   |
| Software updates                            | ✓   |     |
| Extend the life of IT assets                |     | ✓   |



### Maintenance Solutions

- Best in class manufacturer's warranty and service
- Best in class third party vendors
- Global Solutions
- Most models and machines enterprise wide

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

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Working with our partners we provide an end-to-end support structure that offers rapid response times and quality support that saves budget expenses on a single contract, making it easier to track inventory and support with a single website and app.

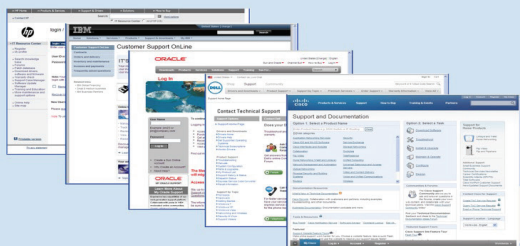
## Supported OEMs



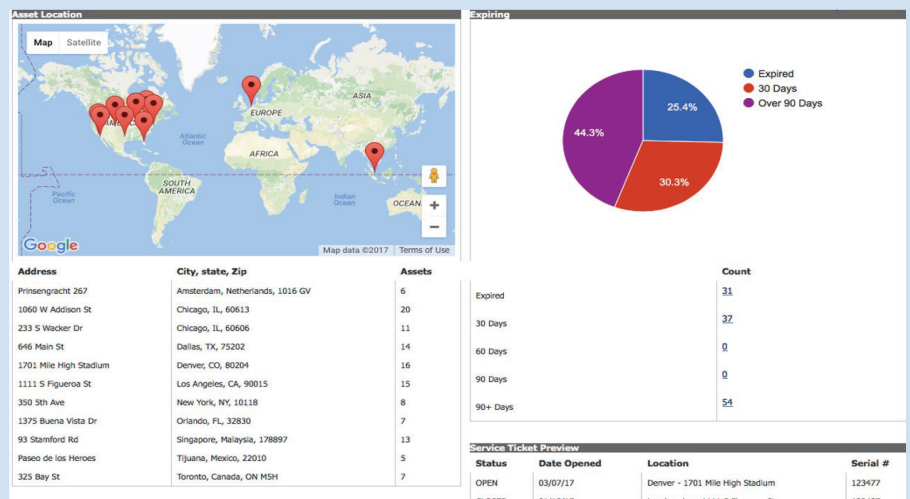
## CustomerLink – Maintenance Portal

### MAKING IT MORE MANAGEABLE

BY TAKING ALL OF THESE...



AND ROLLING THEM INTO THIS...



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