



Post-Warranty Maintenance



Looking for options to reduce data center maintenance costs? MBI can help with our post-warranty maintenance solution that covers most all major enterprise server, storage and networking platforms. Our team can support multiple generations of OEM hardware, across multiple data centers, and we even offer support in 90+ countries around the world.

Servers



Storage & SAN



Networking



Our knowledgeable team can work with you to customize a comprehensive support contract that suits all of your end user's requirements. Simply choose from 1 of 3 standard SLAs or customize.

PREMIUM - 24x7x4 On-site 4hr Response Mission Critical Support

ENHANCED - 9x5 NBD On-site Non-Mission Critical Support

BASIC - 9x5 NBD Parts for Customers with Redundant Systems

CUSTOM - Don't Pay For Anything More Than You Need

24x7x365 Domestic Call Center

We are one of the few maintenance providers that can offer a state-of-the-art 24x7x365 support center that gives you access to phone support and a highly efficient on-line ticketing system. Open and track all of your tickets, review account history & escalate or close your ticket's status.

Best Practices Parts Planning

We use industry best practices in parts analysis and planning, and have a proven methodology to ensure that we are well-equipped to support every maintenance contract effectively. We will send a field engineer on-site to audit any high failure rate components that we can stock locally.

Level 3 & 4 Engineering Expertise

Our OEM certified engineers are some of the best in the world and have over 80 certifications to ensure you will receive the highest level of support and problem resolution. Our engineers are more than happy to provide knowledge transfer when appropriate to help educate your staff.

Remote Monitoring & Call Home

Our 24x7 remote monitoring & call home feature, if offered for your make & model, can monitor your system's health and alert us to pro-actively take action to resolve most issues before you know there is even a potential problem.



PROCURRE

Supported OEMs



Post-Warranty Maintenance

Procurre's PRO-Tect maintenance through MBI covers most OEM platforms.

Service Level Agreements: 24x7x4 On-site, 9x5 NBD On-site, 9x5 NBD Parts Only & Custom SLAs



VNX, VNX2, VNXe
CLARiiON
VMAX
DMX, Symmetrix
Celerra
Centera
Data Domain
Avamar
Isilon
XtremIO



NetApp

All FAS Series
All N Series



PowerEdge Servers
PowerVault Storage
EqualLogic
Compellent
PowerConnect
Force 10



pSeries, iSeries, xSeries, zSeries
Storwize, DS Series, N Series
XIV Enterprise Storage
SAN Switches & Directors
Tape Libraries



System X
BladeCenter



**Hewlett Packard
Enterprise**

ProLiant
Apollo / Synergy
Integrity / HP9000
Aruba / Procurve
3PAR / MSA / EVA / XP
Storageworks



SunFire
SPARC
M-Series



AMS, WMS
USP, USP-V, USP-VM
HUS, HUS-VM
VSP
HNAS



UCS
Catalyst
Nexus
ASA
MDS Series
Aironet



MX Series
SRX Series
EX Series
QFX Series



All Directors
All Switches

and many more...