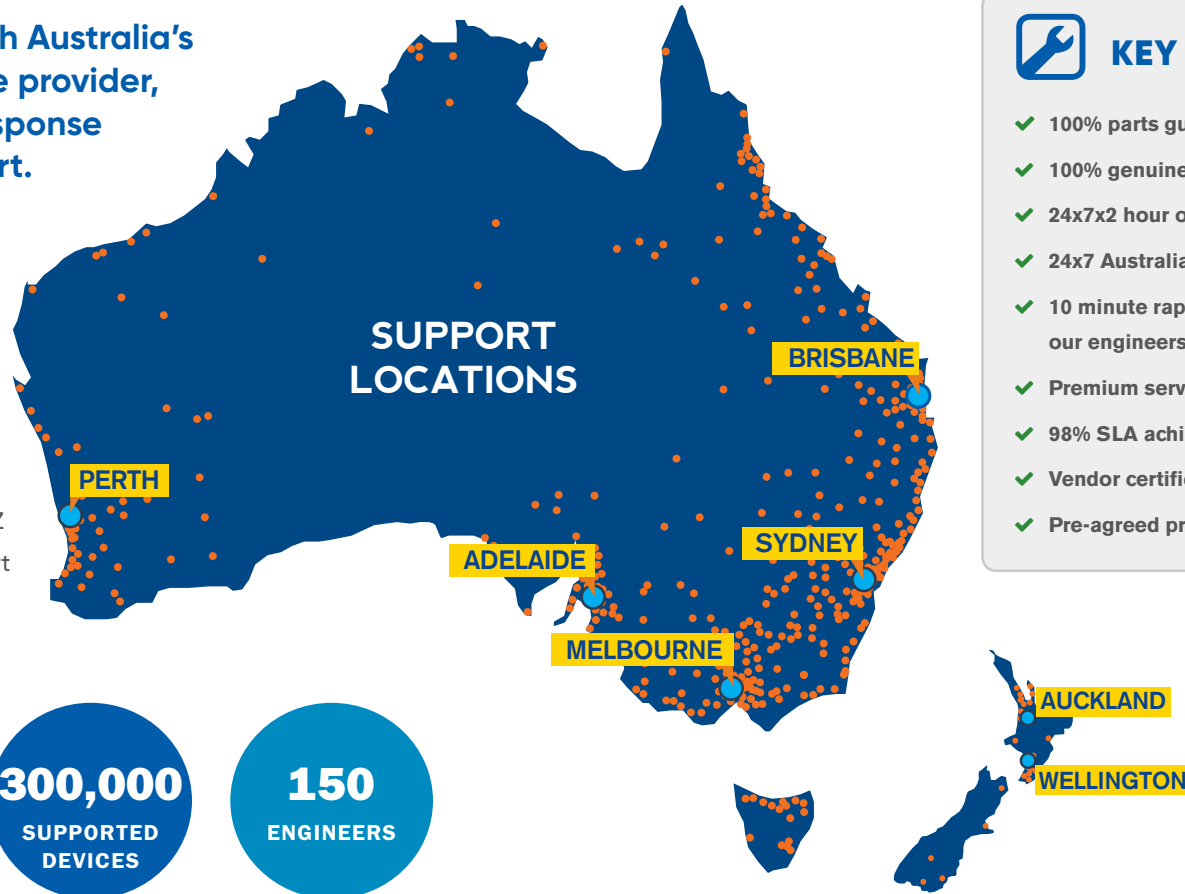


Dicker Data has partnered with Australia's largest hardware maintenance provider, Interactive, to deliver rapid response hardware maintenance support.

About Interactive

- Australia's largest multi-vendor hardware maintenance provider
- 29 year unbeaten track record in hardware maintenance and support
- ISO 9001 and ISO 27001 certified
- 2000+ customers across ANZ
- Support over 20,000 locations across ANZ
- 250,000+ hardware devices under support
- 150 hardware engineers
- 400+ staff



2,000

CUSTOMERS

25,000

LOCATIONS

300,000

SUPPORTED DEVICES

150

ENGINEERS

 **KEY DIFFERENTIATORS**

- ✓ 100% parts guarantee
- ✓ 100% genuine parts
- ✓ 24x7x2 hour onsite SLA
- ✓ 24x7 Australian-based Service Desk
- ✓ 10 minute rapid phone response from our engineers
- ✓ Premium service with a 96% first call resolution
- ✓ 98% SLA achievement
- ✓ Vendor certified engineers
- ✓ Pre-agreed pricing for future device additions



Interactive can make your customer's life easier (and yours too!)

- **One point of contact** for Hardware Support on IBM, Lenovo, HP, Dell, Cisco and EMC
- **Free 'Call Management'** in the transition period from warranty to Interactive Maintenance
- **Pay by the month options** giving flexibility and ability to decommission devices
- **Continuous maintenance beyond initial term**, meaning no more hassles managing multiple maintenance renewals and keeping track of maintenance expiry dates
- **No End-of-Life** for devices we support directly








Contact **Dicker Data** to obtain a quote today: **(02) 8556 8060**
For Interactive Vendor Support: pathways@interactive.com.au