

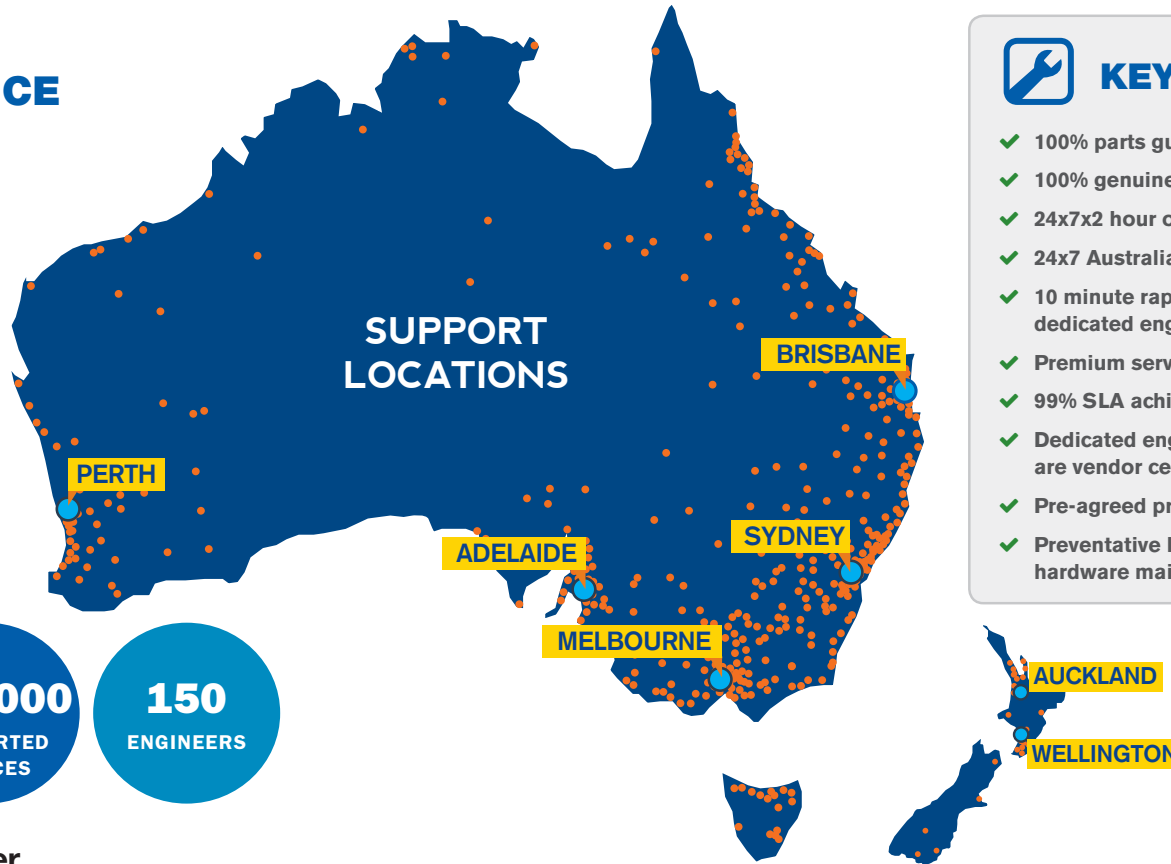


Interactive[®]
systems availability

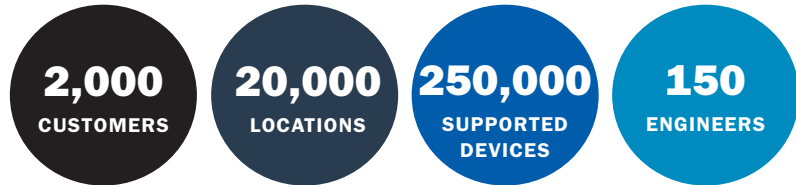
AUSTRALIA'S LARGEST HARDWARE MAINTENANCE PROVIDER

Quick facts

- Australia's largest multi-vendor hardware maintenance provider
- 28+ year unbeaten track record in hardware maintenance and support
- ISO9001 and ISO27001 certified
- 2000+ customers across ANZ
- Support over 20,000 locations across ANZ
- 250,000+ hardware devices under support
- 400+ staff
- 150 hardware engineers



SUPPORT
LOCATIONS



Interactive can make your life easier

- **One point of contact** for Hardware Support on IBM, HP, Dell, SUN, Cisco, EMC, Juniper, Riverbed, Fortinet, Quantum, UPS devices and many others
- **Free 'Call Management'** of devices whilst under Vendor Warranty
- **Pay by the month options** – giving flexibility and ability to decommission devices with 30 days notice
- **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



KEY DIFFERENTIATORS

- ✓ 100% parts guarantee
- ✓ 100% genuine parts
- ✓ 24x7x2 hour onsite with parts SLA
- ✓ 24x7 Australian-based Service Desk
- ✓ 10 minute rapid phone response from your dedicated engineer
- ✓ Premium service with a 95% first call resolution
- ✓ 99% SLA achievement
- ✓ Dedicated engineers (primary/secondary) who are vendor certified and know your environment
- ✓ Pre-agreed pricing for future device additions
- ✓ Preventative Maintenance included in all hardware maintenance contracts

100% Australian Owned

