

Delivering Peace of Mind for Daily Operations

As your IT infrastructure scales, managing equipment service contracts can quickly become a new challenge in itself. With a variety of vendors, requirements, and terms, knowing the exact status of your service contract is often only discovered when a crisis occurs- recovery can take even longer if the contract has lapsed. When you purchase hardware covered by service contracts, maintenance contracts, and/or warranties, Nova Datacom provides a single point of contact and accountability for managing your services contracts at no additional charge.

NDC Service Contract Management includes:

- ❑ **Contract Audit-** Know what you have and where you have it. This initial set-up creates a baseline of your service contracts to ensure comprehensive contract management.
- ❑ **Verification-** Each serial number is confirmed through the manufacture to ensure the proper equipment, service level, and location has been tracked.
- ❑ **Consolidation-** An analysis of your existing service contracts results in recommendations regarding future term lengths, contract volume discounts, and renewals to reduce administration efforts and simplify your overall program.
- ❑ **Lifecycle Management-** By running regular checks against manufacturer product roadmaps, NDC can help you plan effectively for future IT infrastructure expansion. By ensuring the proper amount of coverage and alerting you to upcoming End-of-Life (EOL) and End-of-Support (EOS) products, NDC can recommend future hardware investments that satisfy your growing requirements while maximizing IT budgets.
- ❑ **Contract Renewal-** Maintaining service contracts on all your eligible hardware ensures that coverage is there when you need it most. NDC continually evaluates your options to ensure smooth renewals and no gaps in coverage.
- ❑ **Web-Based Accessibility-** Viewing your inventory is as easy as logging into your own personalized portal. Check serial numbers, view coverage details, or request a service change- all with just a click of a button.

Cage: 4RLJ8

DUNS: 169242760

GSA: GS35F0322U Schedule 70

**SBA-certified 8(a)
Minority Woman-Owned
SDB**

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