

Global Data Center Support

An alternative to post-warranty storage, server, and networking hardware maintenance for IT data centers



Supporting Customers Globally ■ Powered by Park Place Technologies

Your equipment's uptime is our top priority. That is why we offer flexible service level agreements to meet your organization's needs, as well as a domestic call center available 24 hours a day, 7 days a week.

The V-Soft Difference

Partnering with Park Place Technologies gives V-Soft an operational advantage that many organizations do not have. Top-tier worldwide support is coupled by an always-there help desk. Our sophisticated network of 149,000 parts are spread across 131 stocking locations and are stored regionally and locally, as well as on-site, allowing for fast distribution and service. Direct access to our field service engineers and technical support engineers with direct OEM experience allows for personal, expedited attention to your data center needs.



At a Glance

- Support in over 100 countries
- 96% customer approval rating
- 86% first call fix rate
- 93% parts availability
- 12 second average for support call wait times

Supported OEMs (Examples)

- **Storage Hardware:** Dell, EMC, HP, Hitachi, IBM, NetApp, Sun/Oracle
- **Server Hardware:** Cisco, Dell, HP, IBM, Lenovo, Sun/Oracle
- **Network Hardware:** Cisco, Brocade, Dell, HP, Juniper

“V-Soft's help desk and engineering teams are always responsive, thorough in their follow up, and deliver a very positive end user experience. V-Soft is a critical part of our continued success.”

Managing Partner and COO, Regional Services Delivery Company

VSoftConsulting.com | Toll Free 844.425.8425

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Customer Benefits

V-Soft Consulting has been redefining the service experience for businesses ranging from government, higher education, and healthcare institutions to cloud service providers, SMB, and Fortune 500 companies. **The key advantage of using V-Soft is the exceptional level of service you receive as a customer.**

You will have a comprehensive service flow with our live domestic call center, minimal wait time, immediate incident escalation, and direct access to technical support engineers, a dedicated account team, and senior management.

V-Soft Consulting can assist with your cost containment initiatives by offering the following advantages: simplified contracts with OEM consolidation, clear and organized invoices, flexible Service Level Agreements (SLAs), and the ability to add or remove equipment at any time. Our commitment to customers is that maximizing their uptime is our top priority, while also being responsive, collaborative, and accountable.

Questions to Consider

In order to create the perfect plan for your organization, you should ask yourself the following questions. Not sure what the answer is? Give us a call; we can help walk you through it.

- What is your current maintenance strategy?
- How do you currently purchase maintenance?
- Is maintenance budgeted?
- Have you ever used third-party maintenance?
- Why are you investigating maintenance alternatives?
- What is the decision making/purchasing process?
- Do you have an international presence?



Client References

Our references are available upon request. Here are just a few of the companies that we have provided services for:

- Bass Pro Shops
- Cox Enterprises
- Jacobs Engineering
- Koch Industries
- McKesson Corporation
- Turner Broadcasting



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