

SINGLE SOURCE SUPPORT

One Vendor to Manage Your IT Ecosystem



DYNAMIC SYSTEMS INC.®

Your Data Is Our Business

PUT AN END TO THE COMPLICATED AND TIME-CONSUMING TASK of support contract management with Dynamic Systems' Single Source Support. We'll become your one-stop-shop for complete multi-vendor hardware and software support and warranty management with:

Individualized Consolidated Service Solutions. Dynamic Systems' Single Source Support model provides individualized solutions that address your specific service requirements, so you don't have to conform to the standard platform offerings of large OEMs. Our goal is to understand your business, your mission and the challenges you currently face – then provide a customized support solution that consolidates all of your multiple service contracts and warranties into one agreement with one invoice, one contract term and one centralized point of administration.

Consolidated Contract Management. With Dynamic Systems' Single Source Support you'll enjoy access to our exclusive asset tracking system – the Contract Management Center (CMC). CMC is a secure cloud reporting and tracking tool that enhances our customer's ability to view, modify, and manage their assets and maintenance contracts by providing real time access to important contract information. CMC allows easy consolidation of all of your IT support service needs for hundreds of vendors in one place.

Flexibility for Future Growth. Our Single Source Support solutions are flexible enough to grow with you as your needs change. We work with you to identify the ideal path for your organization, whether that is supporting the entire environment immediately or developing a plan that establishes an initial foundation agreement that we can modify over time by rolling in subsequent support contracts as they expire – and accommodating new requirements as they occur.

YOUR SINGLE POINT-OF-CONTACT

One of the biggest challenges facing today's IT organizations is the management of services in support of their heterogeneous environments. Coordinating multiple contracts through multiple vendors for the support of the various types of technologies within a data center is challenging enough. Add in varying renewal dates, different service level agreements, support methodologies and procurement relationships, and you are left with a services model that can be expensive, inefficient and confusing for both the procurement and technical staffs within an organization. With our one-touch approach, Dynamic Systems becomes your single point-of-contact for superior services support for your heterogeneous environment.



KEY BENEFITS

One Point of Contact

One Point of Accountability

One Co-Terminus Contract

One Support Methodology

One Database of Record

*One Cloud Service
for Contract Visibility and Control*

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WHY DYNAMIC SYSTEMS?

Dynamic Systems provides technology solutions that make data management simple. We work closely with our clients to understand current challenges, long-term goals and budget requirements – then combine best-in-class hardware, software, services and support to streamline maintenance and optimize performance.

Since 1991, Dynamic Systems has built a solid reputation as the IT experts of choice with a relentless focus on customer satisfaction and strong understanding of our clients' core requirements. Our cleared resources, financing options and contract vehicles make it very easy to work with us, particularly for our government and education customers.

Complete Life-Cycle Support

With Single Source Support from Dynamic Systems, we can take responsibility for your maintenance needs and problem management across the lifecycle of your IT infrastructure and assets by providing:

- Customized Technical Support and Hardware Service for Multi-Platform/ Multi-Vendor Products based on your Specific Requirements
- Dedicated Service Managers
- Onsite and Remote Support Services for Data Centers, High Availability Equipment, Desktop and Workgroup Equipment, Network and Communications Solutions, Storage Devices, Specialty Equipment and More
- Warranty Management and Service Level Monitoring, Reporting and Metrics
- Consolidated Invoicing
- Planning and Assessments, Logistics Management, Installations, Additions, Moves and Modifications, Asset Disposal and Reclamations
- Continuous Maintenance Support for OEM Devices that have Reached End-of-Service-Life
- Valuable Strategic Partnerships through our Alliances with Industry-Leading Service Organizations Around the Globe

Comprehensive maintenance support for an extensive array of manufacturers including Oracle, Oracle Sun, Fujitsu, IBM, HP, EMC, NetApp, Dell, Intel, Microsoft, Apple, Hitachi, Spectra Logic, Quantum, Cisco and hundreds more.



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