

# SINGLE SOURCE SUPPORT

Simplify complicated Multiple Vendor Support with  
a 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.



Dealing with different renewal dates, service level agreements, support methodologies, and procurement relationships.



Using a services model that can be expensive, inefficient, and confusing for both the procurement and technical staff within an organization.

## YOUR SINGLE POINT-OF-CONTACT

Efficiently manage your entire IT Ecosystem with our Single Source Support. We are your one-stop-shop for diverse support needs in your heterogeneous environment



### Individualized Consolidated Service Solutions

Coordinating multiple contracts through multiple vendors for the support of the various types of technologies within a data center.



### Consolidated Contract Management

Get access to our Contract Management Center (CMC) — an exclusive, secure, cloud-based reporting and asset tracking tool.



### Flexibility for Future Growth

Leverage flexible solutions that grow with you as your needs change. We work with you to identify the ideal path for your organization and accommodate new requirements as they occur.



## COMPLETE LIFECYCLE SUPPORT

We can take responsibility for your maintenance needs and problem management across the lifecycle of your IT infrastructure and assets by providing you with the following capabilities:

- 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, and Cisco.



## KEY BENEFITS

Backed by an extensive array of leading manufacturers, we ensure you receive the best systems, storage, software, and support combination for your computing needs.



One Point of Contact



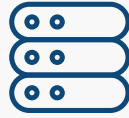
One Point of Accountability



One Coterminous Contract



One Support Methodology



One Database of Record



One Cloud Service for  
Contract Visibility and  
Control

## WHY DYNAMIC SYSTEMS INC.

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, and 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.



## GET STARTED TODAY

Let Dynamic Systems become your one-stop-shop for all of your service and support needs. Visit us online at [www.DynamicSystemsInc.com](http://www.DynamicSystemsInc.com) or call us at 310.337.4400 to learn more about Single Source Support today.

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