CanvasGuard™

CANVAS SYSTEMS

Features and Benefits

Direct-to-Expert Multivendor Technical Support
- 100% team of industry-experts
- End-to-end problem ownership and resolution
- Non-tiered support model

Asset Manager
- Upload, share and manage all of your IT assets in real-time

Lifetime Support for all Networking Equipment
- Including OEM End-of-Life and End-of-Support products

CanvasGuard™ Unified Service Contract
- One service contract number for your entire organization
- One single contract renewal date
- Infinite assets
- Flexible invoicing

Global Multi-Vendor Support
- Fully distributed 24x7 TAC
- Multi-vendor support options
- Comprehensive infrastructure management

Tools & Processes
- Fully integrated web 2.0 delivery platform
- Intelligent IT asset management
- Mobile applications for increased real-time support

Why Choose CanvasGuard™?

- Extend the lifespan of invested network capital
- Reduce repair time with unlimited access to Direct-to-Expert service
- Eliminate unnecessary hardware and software upgrades and thus minimize capital expenditure
- Reduce operational expenditure and better utilize scarce in-house resources
- Increase return on network investment (ROI)
- Improve employee productivity through knowledge transfer sessions
- Reduce the time-to-deployment of new IP technologies
- Achieve extreme network availability and performance without over-engineering
- Objective vendor-neutral consulting solely focused on customer needs
- Reduce the total-cost-of-network-ownership by up to 30%.

Canvas Systems Products and Services: • Servers: Dell HP IBM Sun • Storage: Dell EMC Hitachi HP/Compaq IBM Sun • Networking: Cisco Juniper Extreme Foundry • IP Telephony • Software • 3rd Party Maintenance • Technology Rentals • IT Leasing • Disaster Recovery • Data Center Migrations • Supply Chain Solutions • Asset Disposition • Asset Remarketing   **3025 Northwoods Pkwy, Norcross, GA 30071   1.877.CANVAS.9   www.canvassystems.com**

Features	CanvasGuard™	OEM Offerings
Direct-to-Expert TAC	Yes	No
Multivendor Support	Yes	No
Support for End-of-Life Equipment	Yes	No
Support for Pre-Owned Equipment	Yes	No
Collaborative Asset Manager	Yes	No
Software Bug Fixes	Yes	Yes
Software Support	Yes	Yes
Advanced Hardware Replacement	Yes	Yes
24x7x365 Availability	Yes	Yes
Online Tasks Management Tools	Yes	Yes

Covered Vendors

Cisco
Juniper
Extreme
Force10
Foundry
Brocade
F5
Redback
Ericsson

Covered Technologies

Routing Protocols	VPN
Unified Messaging	Wireless
Security	IBM Networking
Storage Networking	Content Networking
LAN Switching	Optical Networking
NMS	Cable
QOS	WAN
Access-Dial	ATM
DSL	IPTV
WAN Switching	Software
Conferencing	Desktop Protocols
RFID	Contact Center
Mobile Wireless	AON
VoIP	IP Telephony
Hardware Architecture	

Hardware SLAs

8x5xNBD
24x7x4
24x7x2
24x7xCPS (Customer Premise Sparing)
On-Site Optional for all SLAs
Available in 130 Countries

Visit www.canvassystems.com for more information on the full line of CanvasGuard™ Maintenance Offerings