

# CanvasGuard™ Support Service Programs

## A Flexible, Cost-Effective Alternative to OEM Support

Simplify IT implementation and gain immediate access to top tier IT engineers without suffering the exorbitant fees and inflexibility of outmoded IT OEM support desks and outsourced technicians. With CanvasGuard™ Support Service Programs your questions are answered by our team of trained technical experts who spend their days performing actual hands-on work to server, router, storage, and networking equipment. Ensure your IT equipment questions are answered in less time, with enhanced service, by superior resources, and at a cost far less than traditional IT OEM support options.

### Support Service Programs

CanvasGuard™ Service Support is available in one hour increments of support, starting with a four hour package. Service Support hours can be applied to any existing equipment that qualifies or new purchases from Canvas Systems. Support within the Service Support programs include:

Networking Hardware
Physical Installation Troubleshooting
Start-Up Guide Walk Through
First Line IOS Troubleshooting
Installation, Power-Up and Network Visibility Troubleshooting
Intel Hardware
Physical Installation Troubleshooting
Interoperability/Connectivity Troubleshooting
Start-Up Guide Walk Through
Installation and Power-Up Troubleshooting

### Why CanvasGuard™ for Support Service

CanvasGuard's™ Support Service program offers the following benefits:

- **Multi-vendor support** – We offer a single point of contact for service and contracts across all manufacturers, including Dell, IBM, HP, Sun, Cisco, EMC, Hitachi, NetApp, etc.
- **Expertise** – Our highly-skilled staff features OEM-certified technicians who spend their days testing and retesting equipment so they understand it inside and out.
- **Value** – We feature flexible service blocks that are 40-60% less than what the OEMs charge. Find out how much you can save.
- **Flexibility** – You can choose from several support levels, or you can create your own customized support program based on your organization's unique requirements.
- **Proven reliability** – We currently support over 850 customers and 23,000 servers.
- **No agenda** – Most OEMs are more interested in selling you equipment than they are servicing it. When you sign a service agreement with Canvas Systems, our goal is to extend the life of your equipment for as long as possible, keeping your IT spending costs low.

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