

# IBM

## Maintenance Support Offerings by Zensar

Zensar offers a cost effective, more flexible and viable alternative to supporting your data center environment. Zensar consistently outperforms industry averages as we prioritize our focus on our customer's business needs and goals. Our long tenured client base reflects our dedication and commitment with over 28 years of experience.

- **Customer Focus:** We exemplify a customer centric culture where our success is rooted in the satisfaction of achieving our client needs. We pride ourselves on providing creative solutions that are much more flexible than that provided by most OEM's. Our customized service levels and pricing strategies ensure that your support needs are met with a Flexible Integrated Optimized approach.
- **Asset Tracking and Reporting:** We provide historical SLA performance and activity reports to ensure performance is reviewed and measured.
- **Highly Skilled Service Teams:** Zensar will assign a client services executive to your account that will act as your liaison for all business needs and a dedicated account team will be committed to ensuring the highest levels of customer satisfaction.
  - Assigned Client Services Executive
  - Dedicated Service Delivery Managers
  - Experienced Customer Care Service Desk
  - On-Site Field and Remote Technical Engineering Support Teams
  - World Class Logistics Organization

## IBM Products Supported

- System X, xSeries, eSeries, NetFinity Servers
- BladeCenter Blade Systems
- Power, System P, pSeries, RS/6000 Servers
- System I, iSeries, AS400 Servers
- StorageSystems Disk and Tape Storage Systems