



Meet TekShield

ServerMonkey's Third-Party Maintenance (TPM)

ServerMonkey's maintenance services program is designed to streamline IT equipment management, fortify hardware security, and provide on-demand assistance. TekShield optimizes cost efficiency without compromising IT asset protection.



Our tailored third-party maintenance solutions ensure seamless IT asset management under a single contract, delivering substantial savings of up to 80% compared to offerings from renowned original equipment manufacturers such as Cisco, Dell, or HP:

TekShield is Cost-Effective

Support Service Features	OEM	TekShield
24 x 7 x 365 Expert-Only Technical Assistance Center	✓	✓
Break-Fix Solutions and Software Updates	✓	✓
EOL Software and Hardware Support	—	✓
Pre-Owned Hardware Support	—	✓
Phone, Email, Teamviewer Remote Support Options	✓	✓
Price Advantage	—	✓

Overview

The Platform

- Single repository for all assets and contracts.
- Normalized view for all contracts.
- Renewal visibility and alerting.
- Asset Control.
- Contract Management.

Benefits

- Largest variety of coverage options
- Maintenance Management Platform for all services purchased.
- Single source for all service types
- Consolidated contracting
- Reduced management cost and administrative oversight
- Maintenance management platform to centralize and normalize visibility
- Ultimately cost savings and administration improvement

Support Coverage

- Network Maintenance
- Server Maintenance
- Storage Maintenance
- Telecommunications Maintenance
- Data Center Maintenance
- IT Asset Disposition (ITAD) Services
- Laptops and more

Save up to 80% compared to programs provided by major original equipment manufacturers (OEMs) with convenient and customized solutions for managing your assets. **Our Dell and HP server maintenance options include:**

Features	Best Effort	TekShield 8x5xNBD	Best Protection
	Included with all ServerMonkey server purchases for 1 year	(Monday-Friday, 9am-5pm) with next business day replacement	TekShield 24x7x4 24x7 direct access with 4 hour resolution to incident
Support Ticket Submissions Through Website	✓	✓	✓
Technical Support for Purchased Product	✓	✓	✓
Replacement Parts Sent with No Return Requirement	✓	✓	✓
Support Ticket Opened Within Minutes	✓	✓	✓
Direct Access to Help Desk (Monday - Friday, 9am - 5pm)	✓	✓	✓
Access To Field Engineer	—	✓	✓
Direct Access to Help Desk 24/7	—	—	✓
4 Hour Resolution to Incident	—	—	✓

The above agreements are offered for 1, 3, or 5 year terms with custom-term agreements available. Custom options are also available for storage, networking, laptops and more.

LEARN ABOUT TEKSHIELD

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