



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

TekShield is Customizable



Choose a plan for networking equipment

Virtual Support	Standard	Premium
Technical Assistance Center	Technical Assistance Center	Technical Assistance Center
24x7x365 Expert-Only Support	Software Support plus	Software Support plus
Chat, email, phone, TeamView	Hardware Replacement by 10 a.m. next business day	Hardware Resolution within 4 hours
Software Support Only		

Choose a plan for servers and storage equipment

Standard	Premium
Hardware Support 8 hours/day, 5 days a week	Hardware Support 24 hours/day, 7 days a week
Response Time 1 hour during business hours	Response Time 15 minutes during business hours
Part Replacement Scheduled by NBD, cut off at 3pm EST	Part Replacement Most parts delivered NBD



LEARN ABOUT **TEKSHIELD**

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