

PIV/IT Global

# ONECALL

PORTAL • MAINTENANCE • SUPPORT



# About Us



## What We Do:

- Enterprise & Data Center **Infrastructure**
- OneCall, **Third Party Maintenance**
- EXTEND, **Professional Services**

- 
- Offices, hubs and depots across the globe
  - 160 Countries supported
  - 25+ OEMs stocked and supported
  - 200,000+ IT systems maintained
  - Solutions based sales and support

PIVIT

ARISTA

Hewlett Packard  
Enterprise



JUNIPER  
NETWORKS

EMC<sup>2</sup>

NetApp

CISCO

nimble  
storage

opengear

Ruckus  
a CommScope brand

FORTINET

Mellanox  
Technologies

cumulus networks

plantronics

Server Technology  
Quality Rack Power Solutions

aruba  
a Hewlett Packard  
Enterprise company

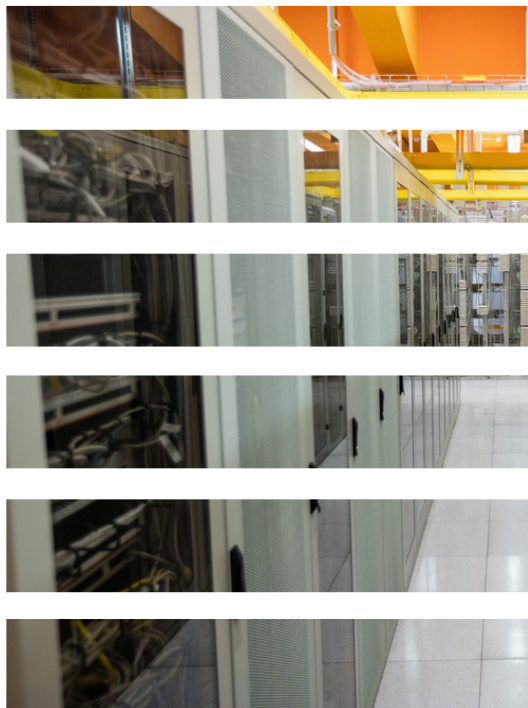
BROCADE<sup>2</sup>

ciena

APC  
by Schneider Electric

# About OneCall

PIVIT Global  
**ONECALL**  
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Today, more than ever, organizations are looking for ways to reduce their Opex maintenance costs while extending the life of their network without sacrificing support or coverage. PivIT's OneCall maintenance provides clients with 24\*7 tech support with NBD or 4-Hour hardware replacement options in over 160+ countries. OneCall offers direct access to the most knowledgeable engineers in the industry, available to assist with troubleshooting, configuration support, design, implementation and more. The team at PivIT recommends a 'hybrid' approach – some items under OEM support while other items are a better fit for PivIT's OneCall Maintenance – the combination of OEM support plus OneCall, offers the best overall support at the absolute best price. Our goal is to significantly reduce your spend while providing equal to or better support.

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## SLAs

OneCall from PivIT Global offers multiple SLA options to accommodate the business needs and critical nature of our clients' infrastructure. Custom SLAs are available. At every level, we are mindful of budgets and pressures to reduce OPEX costs.

**4H**  
**4 HOUR**

**4 HOUR**  
24 X 7 Technical Support  
4 Hour Hardware Replacement

**NBD**  
**NEXT BUSINESS DAY**

**NEXT-BUSINESS-DAY**  
8 X 5 Technical Support  
Next Business Day Hardware Replacement

**OSS**  
**ON-SITE SPARE**

**ON SITE SPARE**  
24 X 7 Technical Support  
On-Site, Preventative Hardware Replacement

\* Beyond the standard SLA options listed here, PivIT can offer a myriad of customized technical support, hardware replacement, and field service options tailored to fit your specific needs in any region around the world.

## DEPOTS

*OneCall has 330+ stocking locations, supporting 160+ countries globally*

Worldwide Coverage



**330+**  
stocking locations  
and depots

**160+**  
countries  
covered

## Active Contracts



## OEMs Supported

PIVIT

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Enterprise company

BROCADE<sup>2</sup>

ciena

APC<sup>®</sup>  
by Schneider Electric



PivIT's OneCall Maintenance offering not only supports current-generation hardware, but also, end of life products that manufacturers no longer support. Take advantage of cost savings by extending the life of your equipment or data center, without being forced into an expensive upgrade.

Please note that this is a non-exhaustive list of OEMs supported by OneCall, this is merely some of the more commonly requested OEMs.

# More About OneCall

## Fix-It-First Policy

### *Our Commitment to YOU*

*If you contact us needing assistance on a device that is not showing under contract, the PivIT team will provide engineering support and hardware replacement to get you back up and running in accord with our **Fix It First** Policy.*

*The troubleshooting support and/or parts will then be later reviewed and if deemed out of scope, we can always work off a Time and Materials billing model. We will never deny service for out of scope devices and our OneCall Support Team will always do whatever it takes to ensure you are back online as quickly as possible.*

In addition to maintenance, OneCall is happy to partner with our sister-company **EXTEND** by PivIT Global to offer a myriad of professional services, at a fraction of retail cost, to our OneCall customers. Visit [pivit.global/extend](http://pivit.global/extend) to learn more!

**EXTEND**  
from PIVIT Global

## OneCall Support Flow

1

Customer initiates a **Case** through the portal, by email or by phone. OneCall Support Administrator is assigned.

2

Case is routed to a OneCall **Technical Support Engineer**, if troubleshooting is required. If no troubleshooting is required, RMA is approved.

3

**Hardware Replacement** is dispatched from Depot or NA Distribution Hub. Tracking and ETA sent to OneCall Client.

4

OneCall Replacement is received and confirmed by client. OneCall Case is **Closed!**



PivIT OneCall presents options for our clients allowing them to keep control of their network; their way, on their schedule, and saves them money along the way.

- No more forced OEM upgrades – your network, on your terms.
- Hybrid Approach – 40-60% savings on average.
- OEM's Supported – CISCO, DELL, HP, IBM, JUNIPER, EMC, NETAPP, HITACHI, AND MANY MORE.
- NBD and 4-Hour Advance Hardware Replacement Options – custom SLA'S to meet your requirements.
- Flexible Contracts, Co-Term available, including multiple OEM's under one contract.
- Exceptional Customer Service, Immediate high level certified engineers
- On-Site engineering support for remote hands, staff augmentation or data center decommission/relocation (PivIT Global – EXTEND)
- Fix-It-First Policy
- OneCall Portal – single pane of glass to manage contracts (serial numbers, part ID's, locations, SLA, tickets, etc.)

Ready to start saving?

**Make One Call.**

888-747-4847

Want more info?

**No Problem.**

[onecall.pivitglobal.com](http://onecall.pivitglobal.com)

Wish to demo the portal?

**Amazing.**

Schedule a customized demo  
by visiting:

[pivot.global/oc-demo](http://pivot.global/oc-demo)

## Pre Owned Hardware Offerings

- Network
- Server
- Storage
- Telephony
- Cabling
- Optics & More!

## New OEM Hardware

- Arista
- Dell
- HP
- OpenGear
- APC
- Fortinet
- A10 Networks
- Ruckus
- And Many More!

## Professional Services Offerings

**EXTEND**  
from PIVIT Global

## Third Party Maintenance and Support

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**PivIT Global** is focused on providing our clients with the highest quality IT hardware, the industry's best maintenance options, and a global professional services reach, all while maintaining a company that is about more than just "IT" .

Our focus is to offer a deep commitment to doing right by our clients, providing an ethically-sound environment where our employees can flourish, and by patterning with our clients to serve a larger social purpose in their local communities.

### PivIT Global Headquarters

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VISIT: [www.pivitglobal.com](http://www.pivitglobal.com)

**PIVIT**