

# GCINetwork Services – Third Party Hybrid Maintenance

## Extend the Life of your Network & Reduce TCO

Need to maintain that legacy network a bit longer? Want to break away from those expensive lifecycle support contracts from multiple hardware manufacturers while extending the life of your network?

Global Convergence, Inc. (GCI) has a strong heritage of successfully supporting – and digitally transforming legacy, hybrid and end-of-service networks with our vendor-neutral and affordably priced GCINetwork (GCINet) Services.

## Third Party Hybrid Maintenance Programs

GCINet Services third party hybrid maintenance (TPM) is a break/fix support program offering qualified techs and spares, worldwide, for variable service level agreements (SLAs) that are stringent to meet client needs.

A complete service solution delivering support when and where it's needed, GCINet customized programs can optimize service levels, along with variable pricing for customers. GCINet services help safeguard the critical components of the network infrastructure and the network applications.

## GCINetwork Services Advantage

GCI blended services offer a significant savings opportunity versus traditional vendor network lifecycle serviceability costs.

Rest easy with worry-free global IT managed services from GCI. Managing and maintaining geographically dispersed Enterprise networks around the world is our area of expertise; this allows you to focus on what's most important – your customers.

## Save Money with GCINetwork Third Party Hybrid Maintenance Services



### Third Party Hybrid Maintenance Services

- Break/Fix Maintenance
- Ability to Combine Multi-Vendor Support Contracts
- Cost effective and efficient
- Cisco Gold Partner 19+ Years with extensive certifications
- Avaya Expertise
- Vendor-neutral, most major legacy equipment provider's content can be supported with few caveats



### Managed Services

- Global Managed Services to Grow and Scale your Business
- Network Management
  - IPT Voice Management
  - Enterprise Mobility/WLAN
  - Help Desk Services
  - Managed Maintenance & Support
  - Staffing Solutions

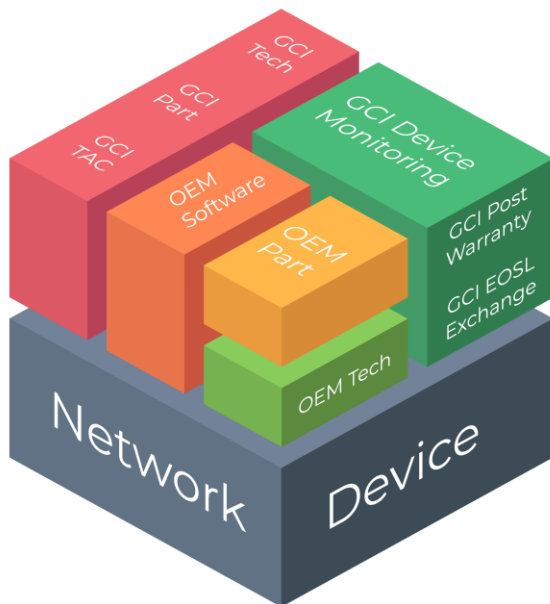


### Global Reach

- GCI proudly serves many of the world's largest corporations and all major markets worldwide.
- Service Delivery in 170+ Countries
  - In-Country Billing & Field Services
  - 500+ Spares Depots
  - Customized SLAs

# GCINetwork Services – Third Party Hybrid Maintenance

## Third Party Hybrid Maintenance



GCI Third Party Hybrid Maintenance (TPM) programs offer more choice for sourcing and vendor management leaders looking to implement global hybrid maintenance coverage to extend the life of IT assets with support for post warranty and End of Service Life (EOSL) coverage to facilitate business continuity.

### Delivering in the Most Challenging Regions

No Borders. With technology solutions and the in-country resources to help fulfill your vision, GCI seamlessly transforms networks in any of the most difficult regions across the globe.

Our global HQ locations include 24x7x365 multi-lingual Network Operations Centers (NOC) and Managed Service Centers (MSC). With regional HQ locations in Brazil, Romania and Singapore, GCI has service delivery capability in 170+ countries.

- Around the clock attention
- Quick access to spare parts
- In-country billing and field services
- Customized service level agreements

## Beneficial Outcomes

Some of the beneficial outcomes that GCI customers have enjoyed utilizing our Third Party Hybrid Maintenance programs include:

- Hard dollar savings
- Escape post-warranty OEM maintenance increases
- Extended life of IT Assets
- Flexible contract structure
- Labor neutral impact (GCI provides program management oversight)
- Fast Response no-fault approach

## Our Expertise

Global Convergence Inc. (GCI) is specialized in multi-vendor, multi-technology support and our global lifecycle support programs can be customized for any technology product set worldwide.

GCI Transformation Services are supported in North America, Canada, Mexico, EMEA, APAC and LATAM.

## GCI Certifications

GCI has invested in universally accepted standards and has achieved certifications for ISO 9001:2015, ISO 27001:2013, SOC 1 Type 2 and SOC 2 Type 2.

Additionally, GCI has certified for the EU-US Privacy Shield Framework program.

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## Contact GCI Today

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