MTI Support & Maintenance Service Overview

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At MTI we understand that critical assets need reliable, fast and effective support & maintenance to minimise downtime and maximise the value from your investments. However, we also recognise that existing support & maintenance offerings direct from manufacturers only go so far and can be expensive.

This is why MTI provides a more comprehensive, manufacturer approved, support & maintenance package with extra layers of service, improved SLAs, but at a lower cost than 'direct from manufacturer' contracts.

The Service

MTI's support and maintenance service provides 24x7x365 cover for your critical assets with fast response and resolution SLAs once an issue is logged.

The service is Dell approved and offers all of the fundamentals that you would expect from a professional support contract. However, MTI's service also provides enhanced SLA's and additional service deliverables. (see the comparison table for more details)

MTI's triage teams and field engineers typically resolve issues faster than Dell direct. **As an approved Dell support partner we have priority access to senior, in country, Dell engineering teams**, to ensure even the most tricky issues are actioned at the right level in the shortest amount of time.

> "MTI has helped Babcock to review and align numerous support contract across our suppliers, including Dell and Pure. MTI were very organised in tracking and effectively completing this piece of work. We've removed a considerable administrative burden which often fell on technical staff to perform, while considerably improving our position with organisation of contracts and renewal dates, and realising cost savings as a result."
>
> Rob Cann - Head of Systems Management, Babcock

Service Deliverables include:

- Access on a 24x7x365 basis to the MTI customer service and support organisation for troubleshooting assistance of supported technologies
- Initial diagnosis and severity level assessment via the service desk team
- Senior engineer remote action / resolution scheduling if appropriate
- On-site dispatch of a certified field engineer to investigate and remediate hardware incidents.
- Lower priority incidents can be scheduled outside of the 4hr on site SLA and based on customer requirements
- Delivery of replacement parts to the customer business location

- Unscheduled remedial maintenance support services including replacement of unserviceable parts
- Defective parts can be retained by the customer if disk retention option is active
- Firmware management to a minimum of N-2 version to N, or where the customer requests
- Dedicated support pods that remain aligned to your organisation to develop familiarity and foster closer relationships.
- Managed escalation to priority manufacturer engineering teams to fast track issue resolution
- Extended hardware & break fix support available beyond the manufactures 'end of service life' period if required

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Outcomes & Benefits

- **Quality of service;** we offer enhanced service levels to our customers, with a personalised treatment and aim to act as extension of your IT team.
- **Speed of service;** The MTI team are available 24x7x365 (including bank holidays) for customer service, support and troubleshooting assistance. We boast faster response and resolution times compared with direct from manufacturer contracts.
- **Comprehensive service;** MTI premium service and SLAs combined with core manufacturer engineers and stock.
- **Instant reporting and status;** Live reporting and incident management via ServiceNow portal.
- **Proactive software support;** Firmware management service is included to ensure the security and reliability of your systems.

- **Issue ownership;** MTI provides a dedicated and familiar incident management team that owns incidents/problems/requests through to successful completion.
- **Highly trained triage and engineering teams;** MTI is one of the most accredited support partners in the UK and continually trains its engineers to the highest standards and certification levels.
- **Integration in customer processes;** MTI seeks to work in partnership with our customers integrating into our Customers Incident, Problem and Change processes.
- **Extension to asset life;** MTI can also support products beyond the manufacturer standard support period via hardware & break fix contracts.

Support Plus+

Support plus+ is our highest level of support offering; In addition to all of the features of our standard support & maintenance service detailed above, MTI can proactively monitor your data centre environments 24/7/365 so you don't have to. This additional facility includes;

- Proactive monitoring of your chosen technologies and environments
- Capacity and performance alerts and escalations to your teams
- Issue recognition, diagnosis and case management on your behalf
- Web portal for ticket and contract visibility and management reports

Supported Manufacturers

DELLTechnologies   **Quantum.**   **PURE**STORAGE®   **vm**ware®   **rubrik**

Why MTI?

MTI is a multi-award winning hybrid infrastructure solutions provider with over 30+ years' experience in supporting enterprises across both the public and private sector. We have twice won UK service partner of the year award for excellence in service delivery.

MTI is a top tier service delivery partner and has the highest level of authorisation and accreditation for design, deployment support and managed services. MTI is committed to quality of customer service which is why we have an industry leading 98% customer satisfaction rating.

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MTI Support vs Dell Direct Support

Feature	Basic Dell	Dell Pro Support	Dell Pro Support Plus	MTI Support	MTI Support Plus+
Remote Technical Support	9 x 5	24 x 7	24 x 7	24 x 7	24 x 7
Covered products	Hardware	Hardware & Software	Hardware & Software	Hardware & Software	Hardware & Software
Onsite Hardware Support	Next Business Day (with caveats)	Next Business Day or 4hr 'response' for mission critical	4hr to site	Under 4hr to site	Under 4hr to site
ProSupport AIOps Platforms	✓	✓	✓	✓	✓
Dell Security Advisories	✓	✓	✓	✓	✓
Proactive issue detection with automated case creation	✓	✓	✓	✓	✓
Predictive hardware anomaly detection		✓	✓	✓	✓
CloudIQ Cyber Security Assessment	✓	✓	✓	✓	✓
Incident Manager for Severity 1 cases		✓	✓	✓	✓
Priority access to remote senior support engineers			✓	✓	✓
3rd party collaborative assistance		✓	✓	✓	✓
Self Service case initiation and management		✓	✓	✓	✓
Access to related software updates		✓	✓	✓	✓
Basic hardware monitoring and alerts		✓	✓	✓	✓
3rd Party software support			✓	✓	✓
Assigned service account manager			✓	✓	✓
Tailored assessments and recommendations			(if requested)	✓	✓
Lower cost				✓	✓
Proactive System Maintenance/Firmware upgrade scheduling			6 monthly	Real Time	Real Time
Change management with customer sign off				✓	✓
Dedicated service team aligned to your account				✓	✓

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MTI Support vs Dell Direct Support

Feature	Basic Dell	Dell Pro Support	Dell Pro Support Plus	MTI Support	MTI Support Plus+
Faster 'major incident' response				✓	✓
Incident & management reporting and analysis					✓
Portal access - tickets, reporting and analysis					✓
Advanced monitoring of full system*					✓
Add-on-services					
Disk retention option			(optional extra)	(optional extra)	(optional extra)
Optimise for Infrastructure			(optional extra)	(optional extra)	(optional extra)
Technical Account Manager-Infrastructure Guidance			(optional extra)	(optional extra)	(optional extra)
Technical Account Manager-Designated Remote Support			(optional extra)	(optional extra)	(optional extra)

*Advanced monitoring includes; SRM (Storage Resource Manager) Monitoring of non maintenance related alerts (Performance, Capacity, Customisable alerts)