



Service Support Contracts

Let GTRI manage your service contracts at no additional charge.

Managing all of the service contracts your IT infrastructure requires can quickly become a time-consuming burden. When you purchase hardware from GTRI, we manage your service contracts at no additional charge. Our dedicated team of experts offers a single point of contact and accountability for a comprehensive range of contract management services:

- » **Research.** We facilitate an audit to make sure our services cover all necessary contracts and equipment.
- » **Verification.** We check your hardware contract serial number by serial number to verify correct product information, service coverage level, and installation sites.
- » **Co-termination.** We help you determine an appropriate end date for each of your products to minimize the number of renewals required per year.
- » **Consolidation.** We help you consolidate multiple service contracts for easier administration.
- » **Lifecycle analysis.** We keep your contracts current, ensuring proper coverage, by identifying End-of-Life (EOL) and End-of-Support (EOS) products and applying procurement strategies to maximize your savings.
- » **Renewal.** We inform you of all purchasing options and ensure smooth contract renewals year after year.

Service Support Contracts from GTRI

- Escalate issues to receive faster service
- Eliminate duplicate service coverage
- Coordinate service start and end dates
- Update serial numbers after returns or trade-ins
- Determine whether it's time for a software upgrade
- Label your assets for easy reference



About Global Technology Resources, Inc.

Relentless Commitment

GTRI is a Consulting Solutions Integrator with a broad range of information technology expertise serving enterprise, federal and state government, healthcare, educational, and other markets nationwide. Our core practice areas of expertise include Physical Infrastructure, Integrated Solutions, and Network Monitoring & Management.

OUR MISSION

At GTRI, we help our clients surpass their strategic business initiatives by delivering best-in-class technical solutions. We listen carefully to each client's unique requirements, provide a consultative approach to develop the right solution to meet objectives, and deliver results based on a proven methodology.

WHY CHOOSE GTRI

You are making significant investments to plan and adopt new technology solutions that **MUST** be aligned with your business strategy, and it only follows that your partners should drive real value into your organization through successful execution of critical initiatives such as productivity gains, cost reductions, customer satisfaction, and employee retention. At GTRI, we do not view your projects as information technology changes, but as business improvement outcomes.

OUR APPROACH

Our operational excellence brings tangible, incremental value to our clients through personnel, processes, and systems, as a true "trusted advisor." We apply Strategic Delivery Framework, our proven consulting framework, to align client vision with our expertise to mitigate risk and strategically solve our clients' business objectives.

OUR EMPLOYEES

We have a relentless commitment to business integrity and strong ethical practices, complete customer satisfaction, and employee recognition and growth. The well being of our employees is essential and we all hold true to our corporate core values.

GTRI COMMUNITY SERVICE

GTRI and its employees support a variety of non-profit and other charitable organizations as part of our commitment to support our communities and raise social awareness within our business network.

For more information about GTRI's Relentless Commitment, please visit www.gtri.com/rc



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What we do

Physical Infrastructure

Through efficient project execution, our experts create wireless and structured cabling solutions that become the reliable foundation on which critical business applications depend. Beyond creating simple connectivity between the network and end-user, our practice follows time-proven design and deployment processes with the goal of exceeding our clients' business and technical expectations. Committed to your success, our clients benefit from our close collaboration with other GTRI technical business units and our extensive depth of experience.

Integrated Solutions

GTRI's Integrated Solutions consulting practice adds value beyond connectivity by combining our multi-disciplinary expertise to deliver business applications encompassing advanced network engineering, network security, collaborative solutions, and virtualization. The team leverages its business and specialized technical expertise and employs a collaborative, structured, repeatable approach to deliver best-of-breed technology solutions. Our industry expert consultants listen and work closely with our clients to deliver solutions that effectively address business objectives. By combining multiple practices under one business unit, our experts can collaborate across each layer and determine the best solution.

Network Monitoring and Management

GTRI's Network Monitoring and Management teams offer enterprise systems management utilizing high-end products for end-to-end views of your IT infrastructure. These teams include Enterprise Service Management and GlobalSure™ Managed Services. Our integrated approach to resource allocation, monitoring and provisioning, and proactive problem prevention, coupled with remediation by certified engineers, mitigates risk and allows for true optimization of the infrastructure. Collaboration with our other professional services practices ensures that attention is given to the complete IT lifecycle, from architecture, to deployment, and finally to the management, health and welfare of your critical technology investments.

