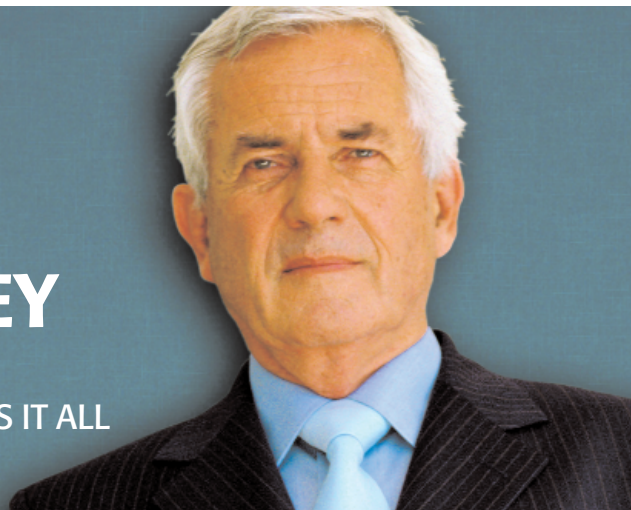


MANAGING MULTIPLE MAINTENANCE PLANS COSTS ME TIME AND MONEY

SERVICE CONSOLIDATION - ONE CALL DOES IT ALL



When you sign up for Service Consolidation with Brains II, you'll immediately cut your maintenance cost and complexity. Brains II will service your entire network and you can expect savings of 30-40%+ with

- ONE Contract
- ONE Renewal Date
- ONE Invoice
- ONE Number to call
- ONE Partner

Brains II has been providing multi-vendor support to thousands of mission-critical installations for thirty years.

Our expertise in service and support for hardware and operating systems can effectively manage your entire IT infrastructure.

FIND OUT WHAT WE CAN DO FOR YOU. CALL TODAY.

Brains II has many flexible service plans to meet all your budget and IT needs. We provide remote monitoring to pro-actively identify and prevent problems, problem escalation procedures that can be customized to meet your requirements, upgrade and removal services, data center relocation and much, much more. For equipment not under a service contract, Brains II performs time and materials services, and we provide depot service for easy-to-transport items.

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BRAINS II SERVICE CONSOLIDATION AT A GLANCE

MULTI-VENDOR & PLATFORM SUPPORT

- **SERVERS**
 - Enterprise, Midrange & Network
 - IBM System x, p, i, z
 - SUN, HP, Dell, etc.
- **STORAGE**
 - Disk & SAN Arrays
 - Automated Tape Libraries & drives
- **PRINTERS**
 - Production Printing
 - Distributed Printing
- **Desk Top**
- **Point of Sale**
- **Hubs, Routers, Cabling**

MULTI-LAYERED SERVICES

- **BREAK-FIX**
 - Warranty/Post Warranty Services
 - Warranty Supplementation
 - Help Desk Services • Depot Services
 - Technical Support
 - Data Recovery
- **PRINT SERVICES**
 - Cost-per-page
 - Fleet Management
- **MANAGED SERVICES**
 - IMAC/DSS
 - Green Asset Disposal
 - Project Management
 - Professional Services
 - Placement Services
- **BSMART** web-based eServices & Reporting
 - Open & track service calls in real-time

Consolidation improves performance, manageability and efficiency. It has to be considered every time technology is refreshed. However, while much is understood about Server and Storage Consolidation, Service Consolidation offers more benefits and provides the proper foundation for hardware consolidation.

Just as server consolidation helps balance bottlenecks and excess capacities, so does service consolidation. And since service and support cost more than the hardware, the gains are substantial.

Manufacturers are often the most expensive and not necessarily the best source for service. Having each manufacturer service their own piece in the network is laced with inefficiencies and many complications.

FEATURES OF OUR SERVICE:

- A Variety of Flexible Service Plans**
- Full Coverage, Block Time, Time & Materials,
 - Depot and customized plans
- 20 minute call back**
- 24 hrs/day, 365 days/yr
 - 1-2 hour onsite response
 - SLA management
- Product Specialists**
- Escalation Procedures
 - Preventive Maintenance
 - Automated Call Tracking
 - Online Service Reporting
- Manufacturer Support**
- National Parts Centers
 - Backup Machines
 - Test Centers
 - Remote Diagnostics