



IMPULSE TECHNOLOGY MAINTENANCE PROGRAMS

Impulse provides superior technology service and support. We offer solutions designed to meet specific requirements in midrange systems, networking and storage environments.

Mission Critical - 24x7x4

This service is for customers that demand maximum availability. This level of support works around the clock to provide you with rapid recovery in the event of a system failure.

- Help desk support hours available 24 hours a day, 7 days a week, with 1 hour telephone response to the site.
- On-site hours of coverage are 24 hours a day, 7 days a week and 365 days a year.
- On-site response within 4 hours of the part arriving on site.
- Dedicated technical support account manager, real-time access to call activity and site history reports by different criteria available by request.

Standard Support - 8x5 NBD (Next Business Day)

Next Business Day, On-site Service. This service is for customers who want to take advantage of certified technical skills as well as quick turnaround on parts with an economical price tag. Impulse Technology will provide help desk support and “like” equipment by the next business day.

- Help desk support hours available from 8 a.m. to 8 p.m. EST, Monday-Friday*, with 1 hour telephone response to the site.
- On-site hours of coverage from 8 a.m. to 5 p.m. site’s local time, Monday-Friday*.
- On-site response by the next business day following the service call request. Impulse Technology will provide replacement part by the selected freight carrier for delivery to the end user from the hours of 8 a.m. to 5 p.m. site’s local time, Monday-Friday*.
- Dedicated technical support account manager, real-time access to call activity and site history reports by different criteria available by request.

Same Day 4-Hour On-Site Available Upon Request

- On-site hours of coverage from 8 a.m. to 8 p.m. site’s local time, Monday-Friday*.
- On-site response within 4 hours of part arriving on site.

Parts Logistics for Self Service

Next Business Day advanced parts replacement with detailed instructions shipped with and/or offered via email regarding replacement of the part. This service is designed for customers who need high availability of parts for systems, but have technical personnel at their site.

- Help desk support hours available from 8 a.m. to 5 p.m. EST, Monday-Friday*, with 1 hour telephone response to the site.
- Dedicated technical support account manager and call center/support center.
- Site activity reports by different criteria available by request

SERVICES	Mission Critical	Basic System Support	Parts Logistics Support
Coverage: Technical Support On-site Service Priority Settings	24/7 24/7 ✓	8 a.m. - 8 p.m. M-F 8 a.m. - 5 p.m. M-F	8 a.m. - 5 p.m. M-F Parts Delivery ✓
Response Times: Urgent (help desk) Urgent (on-site) Non-Urgent (help desk) Non-Urgent (on-site)	Next Available Technician 4 Hour Next Available At Customers Convenience	Next Available Technician Next Business Day 1 Hour At Customers Convenience	1 Hour N/A 1 Hour N/A
Benefits: Mission-critical escalation support Dedicated tech support account manager Real-time account access & reporting Site activity reports by multiple criteria On-site service Help desk support Account reviews Customer care follow up	✓ ✓ ✓ ✓ ✓ ✓ Monthly ✓	✓ ✓ ✓ ✓ ✓ ✓ Semi-Annual ✓	✓ ✓ ✓ ✓ ✓ ✓

Same Day 4-Hour On-Site Available Upon Request

- On-site hours of coverage from 8 a.m. to 8 p.m. site's local time, Monday-Friday*.
- On-site response within 4 hours of part arriving on site.

Midrange Servers:	PCs	Networking	Storage
HP: 9000 Series Servers & Workstations, Compaq Servers IBM: RS/6000, AS/400, xSeries, pSeries, iSeries SUN: Netra Series, UltraSPARC Platforms, Enterprise & Sun Fire Series	Compaq, Dell, HP, IBM	Cisco, 3COM, Nortel, Brocade, Adtran	Adaptec, Arena Maxtronics, ATTO, EMC CLARiiON, Fastora, HP, IBM, Infortrends, JMR Electronics, LSI Logic Storage Systems, Maxtor, McDATA, Mylex, NetApps, Overland Data, Pioneer, Plasmon, Qlogic, Qualstar, Quantum, StorAge, StorageTek, SUN, Xiotech, Xyratex

Software Support Coverage*: Linux, SCO UNIX, Solaris, AIX, OS/400, HP-UX, Microsoft

*The hardware and software listed above is a selection of the most popular manufacturers supported. For additional hardware or software support coverage, please contact us with your specific requirements at 678.965.2160.