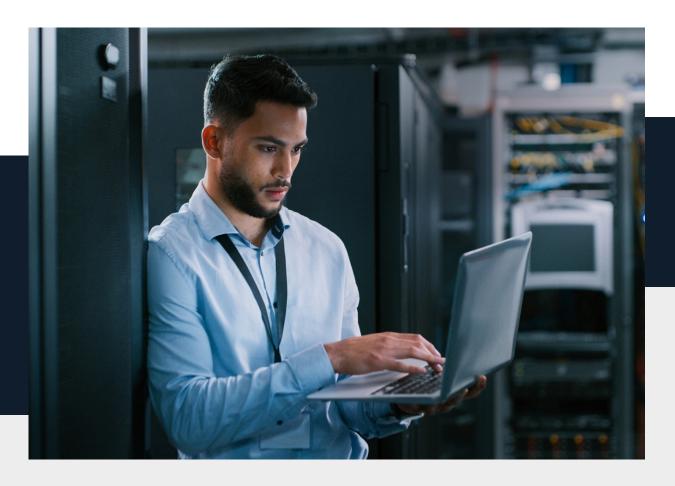# EXTENDED SUPPORT

Extend the Support on Your IT Equipment – Regardless of the Vendor

GDT extends the useful life and value of your existing IT infrastructure by leveraging its extensive partner ecosystem to source and stock replacement parts, at a fraction of the traditional OEM price. As a hardware maintenance solution, GDT Extended Support saves money, minimizes security risks, and reduces downtime associated with end-of-life devices.

COST-EFFECTIVE THIRD-PARTY MAINTENANCE SOLUTION

Over time, the value of your IT hardware decreases, as its cost of maintenance increases, forcing you to "refresh" your equipment when support is no longer available.

An alternative is to use GDT Extended Support, which provides a replacement program when OEM maintenance can no longer be renewed. With our vendor and technology-agnostic GDT Extended Support service, you can switch support responsibilities to GDT on the last effective day of OEM support.

As a provider of third-party maintenance, GDT's Extended Support will:

- Allow greater uptime
- Reduce your data center maintenance spend
- Provide greater control of your equipment lifecycle
- Appropriately target your production and non-production equipment coverage
- Use personal, domestic help desks, not international call centers
- Leverage available talent, not overburdened engineers

SIMPLIFIED PROCESS, PAYMENT OPTIONS, & IMPLEMENTATIONS

GDT makes it easy to streamline your maintenance requests, because we leverage the user-friendly ServiceNow ticketing system. Simply create a ticket, and we do the rest. GDT sources replacement parts based on part numbers and configurations for the items you need, stocking parts from the closest location to your facilities. Competitive SLAs ensure you get the best value for your investment, and there are a variety of ways to shift equipment ownership before or after the Return Merchandise Authorization (RMA) happens

The Extended Support program can be offered in a CapEx or OpEx model, with the choice of multiple program implementations. GDT partners with you to help explore the option that works best for your situation.

ADVANTAGES OF GDT EXTENDED SUPPORT

Single Point Of Contact

Save money, time, and frustration with one point of contact for all your maintenance concerns.

Multi-Vendor Support

Get extended support across all the top OEMs including Cisco, Dell, HP, IBM, Sun/Oracle, and more.

Consolidated Contract Management

Save time with consolidated contract management and lifecycle services across both OEM maintenance and GDT Extended Support.

Multi-Technology Support

Enjoy extended support across networking, data center, security, and collaboration technologies.

GDT Software & Support Services

The GDT Software & Support Services team helps you do more with your IT investments. GDT helps businesses transform software and maintenance contracts into strategic enablers that accelerate business outcomes through our comprehensive buying models, resources, platforms, and lifecycle services. GDT partners with you to custom-build agreements that directly support your business objectives and fuel value by enabling your business to expedite time-to-value, control costs, mitigate risk, and streamline operations.

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