



Netech Maintenance

Your organization can't risk the chance of extended downtime, and making sure your data is available at all times, from anywhere, is a top priority. Netech offers customer-based solutions and cost-effective technical support options to meet the needs of your entire infrastructure.

Netech's Maintenance Solutions Include:

- Single Point of Contact
- 24/7/365 Care
- Local Parts
- Priority Service
- Flexibility

Single point of contact

Get the service you need immediately

One phone number and email address provides access for prompt support. Removing the hassle of being passed from one person to another means we can help you as soon as a problem occurs.

24/7/365 care

Real people with real experience, available every day and night

Problems don't wait for you to be ready for them, so it's critical you have support that's always ready. Our customer support engineers can provide assistance when you need them, regardless of time or date.

Local parts

Parts you need, when you need them

We stock our own parts, so our engineers can make your onsite repairs and replacements quickly. That means issues can be addressed immediately rather than when parts are shipped.

Solutions with Support

A great system is only useful if it's operational, and our engineers will work tirelessly to resolve any issues you may have. Our responsive local customer support engineers provide flexibility, enabling the level of service to meet individual needs and create peace of mind.

How Does Netech Maintenance Work?



PROBLEM



CALL 24/7
CUSTOMER
SUPPORT



SOLUTION

Netech product doesn't work due to:

- Service Outage
- Degraded Service
- Hardware Failure

Netech Maintenance identifies problem and offers:

- Troubleshooting
- Triage
- Resolution
- Hardware/Replacement

Netech Maintenance achieves service restoration through:

- Customer Satisfaction
- Reduced Downtime
- Optimized Performance



Netech Maintenance

netech

YOUR NETWORK, ANYWHERE

Priority service

Local engineers who know your network

Netech's engineers understand your network and know exactly what to look for when diagnosing or maintaining your infrastructure. Understanding and documenting your end-to-end solution is paramount to an efficient and effective resolution of any incident. Ultimately, our goal is to eliminate production lost due to downtime.

Flexibility

Service based on your needs

With our customer-based approach, you choose the level of service that best suits your organization's budget and needs. Our solutions are based on your specific infrastructure requirements.



"There's always a chance for something to go wrong, and we don't want our customers to have to endure unnecessary, long-lasting downtime. That's why we're available when they need us, not just during 'office hours!'"

Dan Russo
Account Executive

Speak with a Netech representative about our Maintenance Solutions today.

Visit us at netechcorp.com