



ENHANCED BREAK/FIX HARDWARE MAINTENANCE

What Is Enhanced Break/Fix Maintenance?

Most TPM's provide Simple Break/Fix Maintenance. At AOM, we go beyond Simple Break/Fix for mainstream servers, storage, and networking.

Does This Sound Familiar?

"It's out of scope. We only provide Break/Fix and the hardware checks out fine."
In most cases, the problem revolves around an error code, functionality of the O/S, configuration issues, etc.

What's The Solution?

Advanced Tier 3 Engineers that have in-depth knowledge beyond replacing a hard drive, memory, or system board. AOM, we have the Better Service* you need.



*Not replacing systems administration or professional services.



Service Level Agreement Requirements

1. Description of Services and Deliverables

SLA Deliverables

24x7x4 (30 Minute call back or portal response / 4-hour FE on site response)

- AOM is fully aware of the critical availability requirements of the systems contained in the attached quote and will provide "on-call" break-fix support as defined in the equipment list
- AOM has verified that parts sources and advanced technical support will be available for the term of this Service Agreement.
- All parts used shall be new or refurbished equivalent to OEM parts.
- AOM will furnish all remote support, labor, parts, tools, materials, equipment, replacement and repair parts, transportation/travel, supervision, and any other items necessary to service/repair the equipment contained in the Frontier inventory.
- Where applicable, stocks of critical spare parts will be maintained on-site or at designated locations (based on availability) as well as local and regional parts depots. Additional parts are available overnight or counter to counter from various stocking locations or Airspace same-day delivery.
- Repairs and services shall be accomplished on-site or remotely after notification that equipment is inoperative or that installation of hardware, cleaning/preventive maintenance, relocation, or setup of the system is requested.

AOM engineers assigned will be certified, trained, and or experienced in providing service on like equipment.

- Customer shall have the ability to add or delete equipment as needed on a monthly basis

Service Level Agreement Requirements

24x7xNBD (Help Desk is available 24/7/NBD FE on site response)

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- AOM will furnish all remote support, labor, parts, tools, materials, equipment, replacement and repair parts, transportation/travel, supervision and any other items necessary to service/repair the equipment contained in the Frontier inventory.
- Where applicable, stocks of critical spare parts will be maintained on site or at designated locations (based on availability) as well as local and regional parts depots. Additional parts are available overnight or counter to counter from various stocking locations or FedEx same day delivery.





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8x5xNBD (Help Desk and FE onsite response are available 8x5 during normal business hours)

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Service Call Procedure

Customer may place a service order with our Response Center 24 hours a day, 7 days a week, 365 days a year. In order to provide prompt service, Customer shall use the following steps when placing a service call:

1. Contact our 24x7 EpiCenter Portal
2. Provide your Account Name
3. Provide your Name, Email, and contact phone number
4. Indicate the Severity Level (see chart below)
5. Provide the Site Address
6. Provide the Device Serial Number
7. Provide a Description of the Problem





Level	Definition	Example
Severity 1	A critical outage	Business services are not operational
Severity 2	Serious incident	The system with the payroll application is down and payroll needs to run in 72 hours
Severity 3	No immediate impact on IT service delivery	A redundant hard drive needs to be replaced

First Response - Once Customer places a call through the Response Center, a Service Desk Engineer will call back within 30 minutes to begin troubleshooting, establish an ETA, and schedule a service appointment.

Service Scheduling - This Service Desk Engineer will be the Primary Point of Contact for the duration of the service call. The Service Desk Engineer will work with Customer to schedule a convenient time for service on your equipment and coordinate with all other members of the AOM until your service order is complete.

