

# x86 and Blade Servers

## Post Warranty Support



Sherlock Services offers break/fix support for x86 and blade servers. We recognize that many businesses today require a higher level of support for their mission critical server and software environments. Choose from one of our standard SLA's, or let one of our Account Executives tailor a support agreement to meet your needs.

### Sherlock Services

Over 25 years of experience and dedication supporting multi-vendor environments

Sherlock Services is one of the premier post warranty providers of hardware and software support for HP, 3PAR, Hitachi, Compellent, IBM, LSI, Dell, Sun, EMC and various other products. The Sherlock Services Mission is to maintain our customer's infrastructure so that they can operate 24x7x365 without interruption to their business.

Sherlock Services offers support contracts that vary from 5 day - 8am-5pm next day response to 24x7 - 4 hour response depending on your needs. With local parts and technicians, we are able to solve hardware failures quickly and cost effectively. With our Proactive Health Check Assessment, we discover potential problems in advance to avoid possible future downtime. Our support technicians are fully certified and are capable of performing assessments, installation, maintenance, and administration of all systems, storage, printers and peripherals.

### We provide support for the following models:

#### HP Proliant Servers

- DL Series Rackmount
- ML Series Towers
- Fans
- Power Supplies
- Fiber Cards
- Ethernet Cards
- Memory
- Main Board
- Disk Drives

#### HP Blade Servers

- C3000 Chassis
- C7000 Chassis
- Intel Processor
- AMD Processor

#### Dell PowerEdge Servers

- Rackmount Servers
- Tower Servers
- Fans
- Power Supplies
- Fiber Cards
- Ethernet Cards
- Memory
- Main Board
- Disk Drives

#### Dell Blade Servers

- M1000e
- Intel Processor
- AMD Processor



#### IBM xSeries & BladeCenter

- Fans
- Power Supplies
- Fiber Cards
- Ethernet Cards
- Memory
- Main Board
- Disk Drives

*Note: Not all supported products may be listed*

#### 8am – 5pm Next Day Support Package

- Hardware break / fix (audit required)
- Basic O/S remedial support
- 4 hour maximum call back from our help desk
- Next day parts
- Monday-Friday 8-5 remote telephone support

#### 8am – 8pm Same Day Support Package

- Hardware break / fix (audit required)
- Basic O/S remedial support
- Same day parts during regular business hours
- On-site maintenance kit
- Monday-Friday 8-8 remote telephone support

#### 24 x 7 x 4hr Support Package

- Hardware break / fix (audit required)
- Basic O/S remedial support
- 4 hour maximum call back from our help desk
- Same day parts
- On-site maintenance kit
- Unlimited telephone support

#### 24 x 7 x 4hr Phone-in Software Support

- Basic O/S support / troubleshooting
- Advice and support with Admin functions
- Unlimited telephone support

Please contact a Sherlock Services Account Executives to tailor a support agreement to fit your business needs.

### NEED DATA CENTER EQUIPMENT MOVED?

Let Sherlock Services help you design an action plan to minimize downtime, control spending, reduce liability, and provide a smooth transition. With years of experience in moving equipment, we are capable of moving a single system or a whole computer room. Whether it is between buildings on the same campus or across the country, we can get the job done.



Relax... We've Got You Covered...

866.827.6804  
[SherlockServices.com](http://SherlockServices.com)