

I-Care Remote and Onsite Client Support

Alliant Managed Services partners with Intellys to provide onsite Engineering support for International locations. From remote diagnostics to field engineering, AMS keeps your network operating with peak efficiency and minimal downtime, with SLA commitments that assure support levels and provide peace of mind.

- Remedial repair services required to restore non-operational covered products at designated Customer sites to restore operational status, integrated with AMS Service Desk
- Repair services performed by trained and qualified Field Engineers
- Diagnostic Fault Isolation
- Equipment Repair or Replacement
- Adjustment and on-line Testing
- Response time is on a contractual basis (NBD, 4 hour, 2 hour)
- Available full onsite support with Logistical Sparing and RMA services.
- Contractual SLA's: 2 hr, 4hr, NBD
- Per-event dispatch pricing minimizes cost and assures accountability

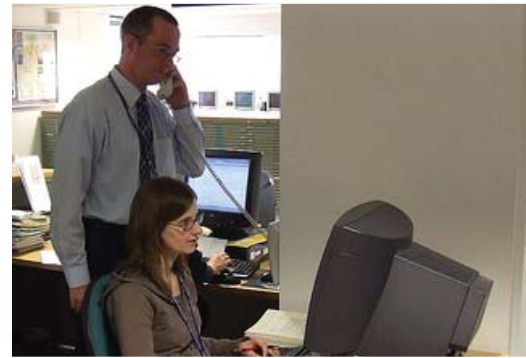
Intellys Remote Hands are centrally managed, locally deployed:

- 24x7x365 Service Center Availability
- Remote Diagnostics and Root Cause Analysis
- Tier 1 and 2 Technical Support
- Remote Configuration Support
- Available Remote Software Upgrades as an option
- Case and Solution Tracking in
- Secure, Web Enabled Work Flow Management Utility

Intellys offers Spare Management as an optional service for expanded hardware support:

- Program Management and Quality Control
- 24x7x365 Client Care Center
- Turnkey Sparing and Logistics
- Parts Reconciliation on client-owned equipment
- Onsite Hardware Replacement of Parts
- Manage minimum stock levels with constant up-to-date stock-level
- Standardized processes
- On-time delivery to production

Remote Infrastructure Management



Business Continuity Services

Security Services

Administrative Services

Managed Hosting

Alliant Managed Services (AMS) provides a comprehensive suite of IT solutions that maintain client operations with maximum efficiency and minimum downtime. Each of our solutions is customized to client specifications, powered by best-in-breed technologies, and is supported by our 24x7 Service Desk of certified Level 1 – Level 3 engineers. AMS delivers IT as a finished product, allowing our clients to focus on their core business with the peace of mind that their critical business support functions are installed, operated, and maintained at the highest level using state-of-the-art tools and expertise.

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