

curvature

Curvature IBM zSeries Hardware Maintenance and Support

Curvature IBM® zSeries® and System z® hardware maintenance and support service provides organizations with an independent IBM alternative for post-warranty IT hardware support on mission-critical, non-critical and disaster recovery IT assets throughout North America, Asia and Europe. Instead of replacing your IBM mainframe unnecessarily when the warranty period ends, rely on us to help you get the most from your IBM zSeries investment.

Supported Models:

- z14 zR1
- z14
- z13s
- z13
- z12BC
- z12EC
- z114
- z196
- z10BC
- z10EC
- z9BC
- z9EC
- z890
- z990
- z800
- z900

Raising the bar to provide more value

What makes our IBM zSeries maintenance and support service so strong is our people, parts, process and large investment in our zSeries support infrastructure. We don't just fix failing IBM equipment; we raise the bar to its zenith by providing expert guidance, creating innovative solutions and building advanced support tools that ensure the highest quality service is delivered consistently across your enterprise.

Our IBM zSeries hardware support component that makes us stand apart from the competition:

REM

REM obtains service information (error code, part number, device location) from the machine's hardware layer, and performs predictive analysis to determine cause of failure.

- This information is processed and filtered into meaningful, "Service Required" tickets. These automatically generated tickets initiate the preparation and dispatch of a field engineer.
- This approach results in more first-time fixes.

Reasons to choose us for your IBM zSeries hardware maintenance and support:

- Global service availability
- 100+ **Curvature-owned** and operated brick-and-mortar service locations located around the world, staffed by our employees and stocked with our owned parts inventory
- 250+ highly trained, cross-functional field engineers located worldwide
- Level 3 and 4 global technical support via 60+ member central engineering team



Reasons to choose us for your IBM zSeries hardware maintenance and support: (continued)

- Flexible Service Level Agreement (SLA) options that meet or exceed industry standards
- Regionally based multilingual call centers that do not rely on scripted responses and quickly triage and assign incidents to local service teams
- Contract, asset and incident management via our proprietary SaaS application, singlePoint®
- Dedicated service assurance team to seamlessly transition to **Curvature support**
- Numerous methods for initiating a service request
- Field engineers arrive onsite with tested parts in hand

Scalability that simplifies, providing expert resources when and where needed

We offer a suite of complementary IT support services designed to provide you with common and custom solutions to meet your difficult challenges. Our IT services suite includes:

- IT hardware sales
- Deployments and installations
- Data center inventory and audits
- Secure hardware asset recycling and disposition
- Smart Hands / IMAC services
- Data center migrations and relocations
- Strategic sourcing