# Curvature Intel-Branded Servers Hardware Maintenance and Support

Curvature is one of a handful of global vendors selected by Intel Corporation in providing a complete onsite maintenance solution for Intel-branded servers.

**Get access to trusted, qualified by Intel onsite technology experts.**

Intel® Data Center Solutions Premier Support Partners offer world-class onsite break-fix support, parts delivery, re-work, and repair for Intel Server Products. Qualified through an extensive process, Intel's skilled partners have direct access to Intel's technical engineering support teams and are experts on Intel server products. Intel Data Center Solutions Premier Support Partners uniquely offer customers a choice of pre-qualified providers so that customers can select services that best fit their needs.

**intel.**
Data Center Solutions
Premier Support
Partner

We can offer direct support from our own 100+ service centers globally, utilizing our own trained engineers. We developed support capabilities, within our own research and development lab, in conjunction with Intel's support team to provide a robust and seamless integrated support model for Intel-branded servers.

## Customer Benefits

| | Curvature | Others |
|---|:---:|:---:|
| Authorized service provider for Intel | ✓ | X |
| Hands-on training for Field Engineers in Lab | ✓ | ? |
| Direct Level 3 support infrastructure | ✓ | ? |
| Direct Level 4 escalations to Intel | ✓ | X |
| Direct access to Intel training and product information | ✓ | X |
| Onsite Support: 7x24x4 and 5x9xNBD options | ✓ | ? |
| Simplified 3 and 5-year SKU model for distributors | ✓ | ? |
| Does not compete for hardware or solution sales | ✓ | ? |
| 100+ Service Centers globally with local testing | ✓ | X |

# Intel® Server Support Provided by Curvature

- Intel® Xeon® Scalable Processor including S2600BP, S2600WF, S2600ST product families

- 2nd Generation Intel® Xeon® Scalable Processor including S2600BPR, S2600WFR, S2600STR product families

- Intel® Server System S9200WK product family

- Faster call to dispatch times

**World-class on-site break-fix support for Intel server products from your choice of service providers vetted and trained by Intel to meet your unique needs.**

### Fast Onsite Response Delivered

- Rapid response

- Predictable repair times

- Quick access to spares and accessories to support service warranties

### Performed by Trained Intel Technology Experts

- Trained on all Intel server products

- Supported by Intel engineering technical support

### Trusted by Intel, Worry-Free for You

- Qualified by Intel Datacenter Solutions Group and held to the highest of quality and safety standards

- Adheres to all Intel, OSHA and regional safety standards

### Vetted world-class customer service

- Customer satisfaction scores vetted and monitored by Intel Datacenter Solutions Group