

## Overview

Curvature is recognized as the global top performer for independent support for servers within the data center. We provide consistent results while retaining the agility to meet the ever-changing needs of our customers.

Our server maintenance solutions span from complex, legacy servers down to industry servers (x86) with options such as call-home monitoring and software support. Our delivery is over 95% direct globally, with less than 5% requiring assistance through partners.

Our mission is to enable IT freedom to our customers by removing pain points and identifying areas to improve both quality and efficiency throughout our relationship.

## Customer Challenges

Whether you are in procurement or a technical role, below are some common pain points we solve.

| Customer Need   Pain Point                 | Procurement | Technical |
|--|-------------|-----------|
| Vendor consolidation   One number to call  | ✓           | ✓         |
| Post-warranty support costs increasing     | ✓           |           |
| End of Support Life (EoSL) by manufacturer | ✓           | ✓         |
| Slow, scripted response                    |             | ✓         |
| Lack of local spare parts                  |             | ✓         |
| Loss of skills (retiring)                  |             | ✓         |
| Vendor agnostic provider                   |             | ✓         |

## Business Benefits

- Extend the lifespan of your equipment | Postpone technology refresh | Perform CapEx investments
- Contract and vendor consolidation | Flexible contract terms | Mix and match service levels within a single location
- Products will be supported as long as parts are available
- Faster call-to-dispatch times
- Reduce hardware costs by 50% or more (lowering OpEx)

## Key Features

**Response:** 4HR | NBD

- **Includes:** Defective parts replacement (PSU, HDD, RAM, HBA/NIC, CPU, M/B) | Remote technical support
- **Optional:** Onsite service | Call-home monitoring

## Why Us

### People, Parts, and Process:

- Staff technicians provide direct service delivery for over 95% of our contracted base.
- Spares placed around the globe to best meet your service location needs. Stocked through smart sparing algorithms, we house the most requested devices in regional hubs for fast replenishment.
- Our singlePoint™ portal offers transparency into all contract and service data with customizable views.
- We enhance the customer's technical team with over 800 badged and trained field support engineers capable of providing IT services from 100+ service centers.

## Supported Platforms

| Manufacturer | Family       | Platform   |
|--------------|--------------|--|
| Cisco        | UCS          | Unified Computing Systems - blades and rackmount servers |
| Dell EMC     | PowerEdge    | R930 and older   |
| Fujitsu      | PRIMEPOWER   | All  |
| HPE          | ProLiant     | All servers through G9                                   |
| HPE          | HP-UX        | HP 9000 and rp - Series through Superdome                |
| HPE          | HP3000       | HP 3000 Mpix-based servers                               |
| HPE          | Integrity    | Itanium-based servers up to Superdome 2                  |
| HPE          | DEC          | Alpha, VAX, and MicroVAX servers                         |
| IBM          | zSeries      | Mainframe servers Z12-EC and below                       |
| IBM          | pSeries      | POWER7 795 and below to RS/6000                          |
| IBM          | iSeries      | POWER7 i795 and below to AS400                           |
| IBM          | xSeries      | All  |
| Lenovo       | xServer      | 3250 to 3950 X6  |
| Oracle       | SPARC        | SPARC 1 to T5-2, M-Series                                |
| Oracle       | Sun Fire     | 280R through 25K, all V-Series                           |
| Oracle       | Sun Fire x   | Most x Series servers (AMD-based)                        |
| Oracle       | Netra        | Most servers   |
| Quanta       | Rack Servers | All Rackmount servers including Multi-Node               |
| Supermicro   | Rack Servers | Select Rackmount servers including Multi-Node            |



## FAQs

| Questions  | Answer   |
|--|--|
| Are you an authorized support provider?  | <b>Yes</b> , with certain manufacturers. Our engineering team is composed of former manufacturer engineers who have found a home with us.  |
| Can you provide firmware updates?  | <b>No</b> . Firmware, is the intellectual property of the manufacturer. We will gladly perform a ClearView™ analysis of an estate to identify risks so customers can determine if firmware updates are needed. |
| Are your parts manufacturer-certified?   | <b>Yes</b> . We utilize original parts, with manufacturer model and firmware. We do not alter or replace parts with non-original components.   |
| Do you stock parts locally?  | <b>Yes</b> , our Service Centers are stocking locations where we stock high-failure components locally.  |
| What does your four-hour onsite response include?                              | Our onsite response service level includes a qualified field engineer with the appropriate tools to begin remediation.   |
| Do you support servers during the warranty period? And is there a price break? | <b>Yes</b> , if it is a product we support, then the warranty status does not matter. We have aggressive pricing structure, 50% lower.   |
| What will I lose by leaving the manufacturer and signing with Curvature?       | With some exception, you may no longer have access to firmware updates. But by partnering with us, you will lose the high cost and headaches associated with following the manufacturer's timelines.           |

## Case Study

Global Fortune 500 health insurance company needing consistent, and reliable data center support.

### Business Environment

- Large Fortune 500 health insurance company with revenues in excess of \$100B
- Three global data centers, with thousands of smaller sites
- Several platforms under support by the manufacturers and other support vendors
- IBM, HP, Cisco, and Oracle

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### Challenges

- Needed to maintain consistent global support
- Support provided by multiple manufacturers and vendors
- Quality service far outweighed cost savings

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### Solution

- Consistent support model built around Curvature's singlePoint™ tool
- Centralized asset and service management
- Provide consistent support on all in-warranty and post-warranty assets

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### RESULTS

- Allowed internal resources to focus on activities beyond chasing incidents
- Realized cost savings of over \$1.8M per year
- **Customer satisfaction meant we continued to partner on new projects across new lines of business together**

