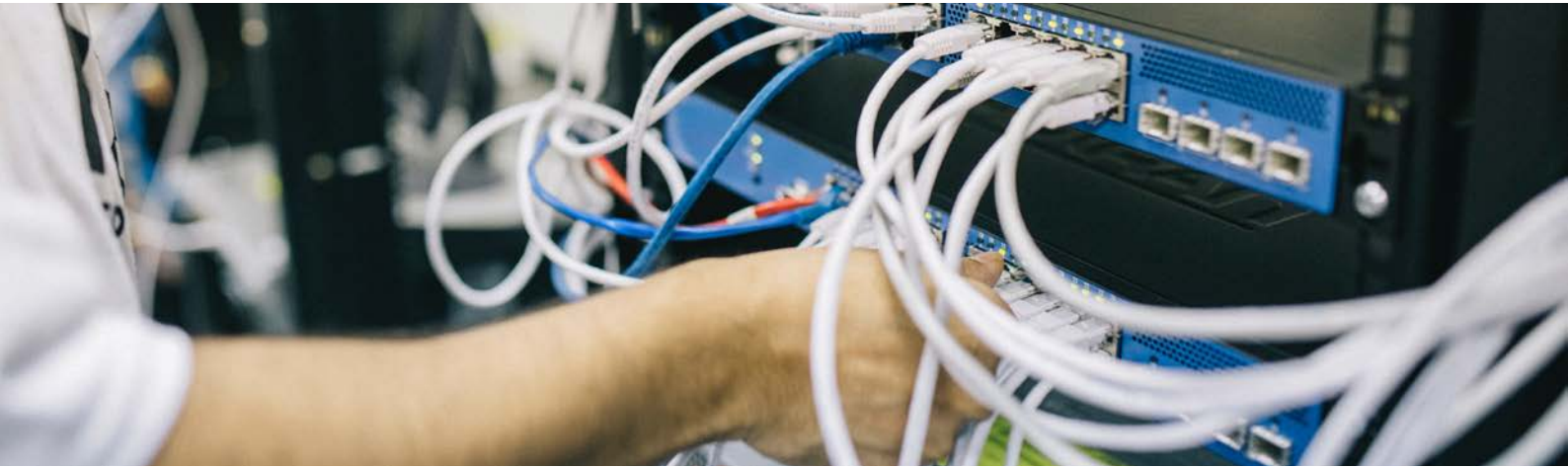


VMAX3 End-of-Life Support

(Models: VMAX100K, VMAX200K, VMAX400K)



PROCURRI



Procurri can now offer third-party support for Dell/EMC VMAX3 systems. Our solution is unique compared to other providers who can currently only support older VMAX1 and VMAX2 systems, which we support as well.

Recognised by Gartner as best-in-breed, Procurri's post-warranty maintenance solution, PROtect, is available in 90+ countries. Thousands of companies rely on Procurri to maintain their critical IT infrastructure and our storage engineers are some of the best in the industry with strong skill sets around Tier 1 enterprise storage.

Why Partner with Procurri?

- Expert Level 3 & 4 Storage Engineers
- Customisable SLAs
- Flexible, Short-Term Contracts
- 24x7 "Follow The Sun" Support Model
- Industry's Largest Parts Inventory



24x7 "Follow The Sun" Support

Procurri has 3 NOCs across the AMERICAS, APAC & EMEA to ensure non-stop service delivery that follows the sun. Our engineers analyse and address an issue the moment an alert is received and on average respond in under 10 minutes. All support services are run out of our very own NOC, 24 hrs a day, 7 days a week, and 365 days a year.

Superior Parts Replacement

Procurri stocks \$20M-\$30M of enterprise data center hardware globally which no other third-party maintenance provider can tout. Sector-by-sector drive validation & Power on Hour (POH) testing is carried out to ensure all disks going back into a customer's environment are reliable and well below the OEM's predetermined runtime threshold.

Expert Level 3 & 4 Engineers

Thousands of companies rely on Procurri to maintain their critical IT infrastructure. With 80+ OEM certifications, our engineers are some of the very best in the industry averaging 15+ years of experience. Procurri's storage engineers are especially strong, having unique skill sets around enterprise Tier 1 storage.

Proactive Monitoring & Remote Support

Our 24x7 remote monitoring (if applicable) will monitor your system(s) around the clock. This keeps your systems running at peak performance and helps reduce the likelihood of a system failure. Our team will proactively take action to resolve potential issues, once alerted, before you even know there is a problem.