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10 good reasons for Managed Maintenance

Managed Maintenance from Fsas Technologies is the further development of our best-in-class support services into comprehensive service management in a national and international environment. Our service is tailor-made for data center, office, retail, campus infrastructure, as well as unified communication and special devices.

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1. Increased transparency, because you can see at the touch of a button ...

- **which assets** are under service with **which manufacturer**.
- which SLAs are stored **for each asset.**
- **which contract terms** (packs, contracts) are currently agreed upon.
- when **which services** must be terminated or renewed.

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2. Significantly reduce costs by ...

- **Consolidation of service contracts** and **thus savings** of external service costs.
- the **new transparency**. This allows you to quickly see at a glance whether the current SLAs are designed to meet current business requirements.
- **Relieve internal administrative burdens** for call and escalation management on employees.

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3. The Single Point of Contact reduces the complexity of the processes

- **Incidents of all IT assets** are reported to the Fsas Technologies hotline.
- In principle, **all employees** are entitled to report an incident.
- Incidents **can be reported** via telephone, fax, mail, web or autoclall.
- The SPOC **informs at any time** via the web about the current processing status (preliminary clarification, e-part order, technician approach, fault carried out remotely...).
- Moves, upgrades or other support services are reported **via the Fsas Technologies input channel**.

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4. Single point of responsibility: Fsas Technologies takes overall responsibility ...

- **for multi-vendor error images** and for solving the problem.
- and ensures **the coordination** of the escalations to the individual manufacturers.
- and defines an **escalation plan** with the customer and the individual manufacturers in advance.
- and ensures **compliance with the respective SLAs**.

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5. Consolidation of individual service contracts with the advantage of ...

- **transparency and control** over the content of the contract.
- a **reduction of internal efforts** for the previous contract management, both at the operational level and in purchasing.
- **a clear understanding of SLA content** such as service time, response time, start-up time, recovery time, e-part delivery, software updates on demand, etc.

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6. New models of financing by ...

- Considering the **customer's individual requirements**.
- **Flexibility in payment methods** (e.g. one-time payment, monthly billing, pool contract, etc.) and dynamic inventory management.

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7. Service reports: Important and regular information about ...

- the **quality of service provision**
- the **stability of the used products and solutions**.
- **compliance** with agreed service level agreements.

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8. Fsas Technologies Asset Management provides important information ...

- about the **IT inventory** in in branches and subsidiaries
- **in real time on the contract balance.**
- makes it possible **to update** the master data of assets **online** during rollouts, relocations, upgrades and changes without having to inform the responsible service providers in writing each time.

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9. Flexibility in the service contract allows ...

- SLAs to be added, removed or, if necessary, changed during the contract term of the IT assets.
- **considerably simplifies budget planning** for service costs (e.g. categorization and billing of service lines by entry level, midrange, high end server).
- **the cost-center-based billing of service costs**.

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10. Best practice service concepts and innovative tools are the basis for ...

- the fulfillment of the service requirements for IT infrastructure **also in international branches.**
- seamless integration of the Fsas Technologies service process into the customer's homogeneous ITIL process structure **without process interruptions with frictional losses**.
- ensuring customer requirements in terms of **information security, data protection, environment and quality management.**

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With Managed Maintenance, we offer modular solutions for our customers' challenges.

How can we support you?

→ Contact us!

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