

**Quick Guide**

# Choosing a Maintenance Services Provider

**What makes a reliable Maintenance Services provider?**

Choosing a Maintenance Services provider starts by pinpointing exactly what kind of partner your organization needs. Assess their services, policies and resources, but also look closely at the way they conduct their business.

**Important questions to ask a potential Maintenance Services Partner:**

- Is 24/7 maintenance service available?
- Do you offer a dedicated resource to service our account?
- Do you have central metrics and reporting?
- What does your pricing model look like?
- What do your SLAs really promise or actually guarantee?
- Can we customize communication channels and procedures?

Outsourcing the maintenance of your technology is a proven way to increase your service levels and, in many cases, decrease your costs. But only with the right provider.

**Logicalis: Your expert maintenance services provider**

Logicalis offers comprehensive maintenance services across diverse estates—from user devices to data center platforms, regardless of manufacturer—that'll ensure you receive increased simplicity, better quality of service, and greater economies of scale.

Visit [www.us.logicalis.com](http://www.us.logicalis.com) or contact us for more information or to get started.

