

Top Reasons for RetroFit Break/Fix Support

- Predictable expense
- Proven provider
- RetroFit owns the business
- RetroFit- an extension of your IT team
- System Uptime → People Uptime
- Reduce cost of IT support
- Parts readiness and availability
- System life extended
- Worry-less program!
- Dedicated sales/support staff that **knows** your account and equipment
- RetroFit goes beyond the OEM
- Various response times to fit the customer's needs – Next Business Day (non-critical) or Four Hour Response (critical)
- Simple escalation process
- **LOCAL** everything
- One Call Access –RetroFit can fix all equipment: **"One Call Does It All"**
- RetroFit's core competency
- Easy, straight-forward process

Look familiar?



From the desktop to the network, RetroFit offers a variety of repair and maintenance programs to accommodate your needs!

Benefits:

- Communicate with a single point-of-contact
- Highly trained engineers resolve problems quickly
- Strong partnerships with leading equipment manufacturers ensure that RetroFit is up-to-date with technology changes

Features:

- Fixed-priced agreement includes all parts, labor, and travel
- Comprehensive hardware support
- Response Level Options – Next-Business Day to Non-Critical to Critical
- **Extended** hours of coverage – 9x6 and 24x7
- State-of-the-Art Call Management Center/Process
- Web-based call placement
- Warranty uplift service
- Onsite spare parts availability