

IT Services Retainer Program

Simplifying Enterprise IT for You!



Put Qualified Resources on Reserve and Optimize Your IT Spend

The Data Networks IT Services Retainer Program lets you pre-pay for professional services or support to ensure availability of qualified technical resources. Purchase our services when your budget allows. Use them when you need them.*

Your pre-paid hours can be used against assessments, projects, on-call services, or support. Or you can work with us to schedule regular system evaluation and advisory visits that can help you accelerate innovation, reduce risk, and eliminate downtime. Wherever possible we deploy the same engineer(s), reducing the learning curve and making them an extension of your team.

Here's How it Works

- 1 Place a Purchase Order for the desired annual retainer amount. Retainers may be purchased for any amount; those for \$50,000 or more receive a 10% discount on service hours.
- 2 Services will be drawn against your retainer at the appropriate rate (contact us for current rates)
 - Senior-Level Engineer
 - Project Manager
 - Service Desk Engineer
 - Client-Level Engineer
- 3 Remote services/support may be consumed in 30-minute increments. Onsite services/support must be consumed as a minimum 4-hour block and 30-minute increments thereafter (same day).
- 4 You will receive a statement on the first Friday of each month detailing the retainer amount used by engineer type, the balance remaining, and the expiration date on the remaining balance.
- 5 All funds are available on the contract commencement date and expire on the contract end date.

**NOTE: All services and support are scheduled on a "best effort" basis. For the fastest guaranteed response times please consider becoming a Data Networks Managed Services customer (ask your account executive for details).*

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Where we can we help you

Our engineers, project managers and support personnel have years of experience plus extensive industry and manufacturer-specific certifications in the following areas:

- Client Computing
- Data Center
- Networking
- Cyber Security
- Cloud Services
- Audio Video

Our service delivery capabilities cover your IT needs from end-to-end and include:

- Assessment
- Design
- Planning and Advisory Services
- Configuration / Imaging
- Implementation / Deployment
- Project Management
- Support

We can provide these services on site or from our clean, efficient Configuration and Repair Center (CRC). For a complete list of our vendor partnerships, certifications, and competencies visit www.datanetworks.com/partners.

Ready to learn more?

Our IT Services Retainer Program delivers peace of mind! To learn more, contact your Data Networks Account Executive or call 800-283-6387 today.

