



DCSA

PBT Data Center Support Agreement: Whenever & Wherever You Need IT Most.

The Data Center Support Agreement (DCSA) is an annual contract with built-in flexibility and a rolling escrow account that gives you access to Plan B Technologies, Inc. a CDI Company (PBT) consultants and can be customized to cover any product or service in the portfolio including:

- Re-Active Dispatch and/or Remote Support Services
- Product Purchases Utilizing Escrowed Funds
- Scoped or Pre-Planned Project Related Services
- Services on Products Not Originally Installed by or Purchased Through PBT
- Pro-Active, Managed Services (i.e. Quarterly Technology Reviews)

UNIQUE BENEFITS

VARIETY OF TECHNOLOGIES COVERED

Covers all technologies within PBT's portfolio, regardless of where it was originally purchased.

CUSTOMIZED

Can be tailored to a specific technology or multiple technologies within PBT's portfolio or serve as the foundation for scoped or pro-active managed services.

AUGMENTS MANUFACTURER SUPPORT AGREEMENTS

PBT maintains the highest level of relationships with all technology partners to moderate escalated issues on your behalf, and connect with the right people.

RESOLUTION EFFICIENCY

PBT has extensive travel capabilities and can correct the problem remotely or dispatch an engineer to aid in problem resolution.

ACCOUNT FLEXIBILITY

DCSA funds can be used to purchase any product or solution in PBT's portfolio. Unallocated DCSA funds can also be rolled over to the next year.

PREMIUM SERVICE

After Hours Support:
24 hours a day, 7 days a week,
365 days a year (24x7x365),
18 Month Contract Term

ADVANCED SERVICE

After Hours Support:
24 hours a day, 7 days a week,
365 days a year (24x7x365),
12 Month Contract Term

BASIC SERVICE

Access to Support During
Normal Business Hours:
8:00 a.m. - 5:00 p.m. Mon - Fri.
12 Month Contract Term

START WITH A WHITEBOARD CONSULTATION!

Schedule Today: (301) 860-1006 or info@planbtech.net