



## SMARTSUPPORT

### First Call Support for Data Center Infrastructure

MelilloSMART SmartSUPPORT is designed for customers who have purchased, installed, and configured data center infrastructure through Melillo. This annual service provides a single point of contact for technical issues, helping triage problems, assist with troubleshooting, and coordinate directly with the Original Equipment Manufacturer (OEM) for warranty or maintenance matters.

#### WHAT'S INCLUDED:

- **One-Call Convenience:** Report and track issues directly to Melillo—no need to start with the OEM.
- **Expert Troubleshooting:** Our team conducts initial diagnostics and offers configuration-level support.
- **OEM Coordination:** We engage with the OEM on your behalf, ensuring proper case creation and oversight through resolution.
- **Issue Tracking:** Stay informed with regular status updates from our team.

#### IMPORTANT NOTES:

- **OEM Support Required:** This service complements but does not replace your OEM support contract.
- **Melillo-Supported Infrastructure Only:** Applies to infrastructure purchased and deployed by Melillo Consulting.
- **Flexible Terms:** Standard term is one year. Multi-year options available upon request.

#### BENEFITS TO YOU:

1. Faster time to resolution
2. Reduced burden on your internal IT staff
3. Improved communication and issue tracking
4. Increased uptime and peace of mind

#### MelilloSMART

MelilloSMART helps organizations navigate evolving technology with confidence. Backed by 30+ years of expertise, we deliver solutions that boost efficiency, security, and compliance for better business outcomes.

