

FIRST CALL SUPPORT FOR DATA CENTER INFRASTRUCTURE



MelilloSMART SmartSUPPORT is designed for customers who have purchased, installed, and configured data center infrastructure through Melillo Consulting. 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.

MelilloSMART SmartSUPPORT offers:

- **One-Call Convenience:** Report and track issues directly to Melillo, not the OEM.
- **Expert Troubleshooting:** Our team conducts initial diagnostics and offers configuration-level support.
- **Issue Tracking:** Stay informed with regular status updates from our team.

Requirements:

- **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:

- ✓ Faster time to resolution
- ✓ Reduced burden on your internal IT staff
- ✓ Improved communication and issue tracking
- ✓ 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.