



NORTHSMART.IT
MAINTENANCE EXPENSE MANAGEMENT

NORTHSMART.IT SERVICES OVERVIEW

Most companies we work with struggle to account for every IT asset they own, not to mention other critical information like asset location, configuration, and expiration dates of warranty or maintenance contracts. Compounding this, they pay too much for their maintenance contracts. Sound familiar?

Our IT hardware maintenance services consist of three offerings that will deliver comprehensive, actionable data about your IT assets, contracts and service providers:

- ▶ **SmartIT.Audit** – Agentless, automatic, intelligent tools audit of every asset on every network
- ▶ **SmartIT.Portal** – A secure online portal that offers centralized management of all assets, contracts, and service tickets
- ▶ **SmartIT.Maintenance** – Third Party Maintenance (TPM) options for all major Original Equipment Manufacturers (OEMs) yielding IT maintenance cost savings up to 70% annually

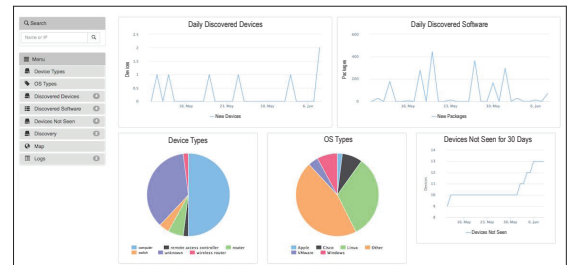
SmartIT.Audit

LEARN WHAT YOU HAVE

We offer 2 audit tiers to fit your budget.

Tier 1: You provide our audit team a list of maintenance contracts and we will validate OEM Service Level Agreements (SLA), warranty and maintenance end dates.

Tier 2: NorthSmartIT performs an agentless, automated, intelligent, tools based audit within the safety of your network, behind your firewall. We identify all IT hardware and software assets operating on your network or global networks.



Both the Tier 1 and Tier 2 audits will provide you a report detailing our recommendations on what equipment is eligible for a TPM contract, what equipment should stay with the OEM, and a suggested SLA for every asset.

SmartIT.Portal

A SINGLE SOURCE OF TRUTH

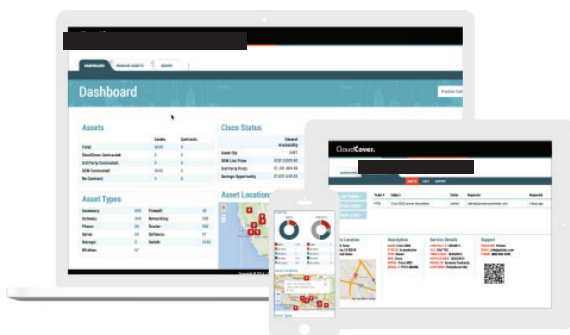
The SmartIT.Portal is your central hub for hybrid maintenance management. View all assets, with contracts, and budgets; manage all service activity and interact with all of our service vendors from a single location. The SmartIT.Portal will connect with your help desk, Configuration Management Database, financial, and asset-management software for managing your maintenance portfolio.

NorthSmart.com

800-409-3132



View SmartIT.Portal on your Desktop, Tablet, or Smartphone



SmartIT.Maintenance

SAVE MONEY

When your data center hardware reaches the end of its warranty, businesses are faced with a critical decision - add a maintenance contract or retire the hardware and purchase new. In an attempt to avoid the expense of new hardware, many businesses will instead purchase a maintenance contract from the OEM, but that's a costly choice. NorthSmartIT offers a range of maintenance choices that deliver better IT and business outcomes for our clients:

1. A better overall service experience
2. Annual savings up to 70% over the OEM

OEM vs. NorthSmartIT Support and Maintenance Cost Comparison

OEM	Product Class	OEM Price	NorthSmartIT Price	Savings
Cisco	6509s, 2905s, ASAs	\$63,086	\$38,500	40%
EMC	3080s, 2500s	\$256,653	\$137,880	46%
IBM	P Series & DS	\$365,000	\$98,000	73%
Dell	1950s, 2950s	\$13,985	\$4,500	68%
HP	DLxxx, EVA's	\$43,785	\$18,258	58%

Why Choose NorthSmartIT?

- Audit capabilities delivering maintenance strategy recommendations
- We can provide either Third Party or OEM maintenance options as determined by our life-cycle analysis
- Centralized, automated management and tracking of contracts, assets, and service tickets, both OEM & TPM through our portal
- Better service with custom SLAs designed to meet or exceed the OEM SLAs
- On-site sparing capabilities with over \$5mm in spare parts inventory
- Support with direct dispatch capabilities for the major OEM's plus up to 400 smaller OEMs through our partner ecosystem
- 24x7x365, Level 3 and 4 support

About NorthSmartIT

For over 20 years, [Northland Systems](#) has been providing exceptional customer service and cost savings. **NorthSmartIT**, a division of Northland Systems, is a multi-vendor IT hardware and Third-Party Maintenance company. Our services provide a clear view into an organization's IT assets, enabling more confident decisions for future IT investments and savings. Northland Systems is dedicated to increasing our clients IT efficiency while reducing your IT spend.