



IRON BOW IRONCARE PARTNER SUPPORT SERVICES

Iron Bow's IronCare™ Partner Support Services (IronCare PSS) is uniquely designed to provide differentiated maintenance support services for Cisco devices. With IronCare PSS you receive the same expertise as you would from Cisco along with the addition of our U.S.-based team's intimate knowledge of your IT environment. Our service offering enables IT organizations to focus on their business operations, while Iron Bow provides the necessary technical support and maintenance on your Cisco hardware.

IRONCARE PSS

- Troubleshooting and resolving hardware issues
- Management of the entire Return Material Authorizations (RMA) process for all covered devices to get them back to operational state
- Access to software updates to ensure ability to update to the latest versions as needed
- Continual monitoring of field notices to stay on top of any recalls or threats that may be affecting device or hardware performance

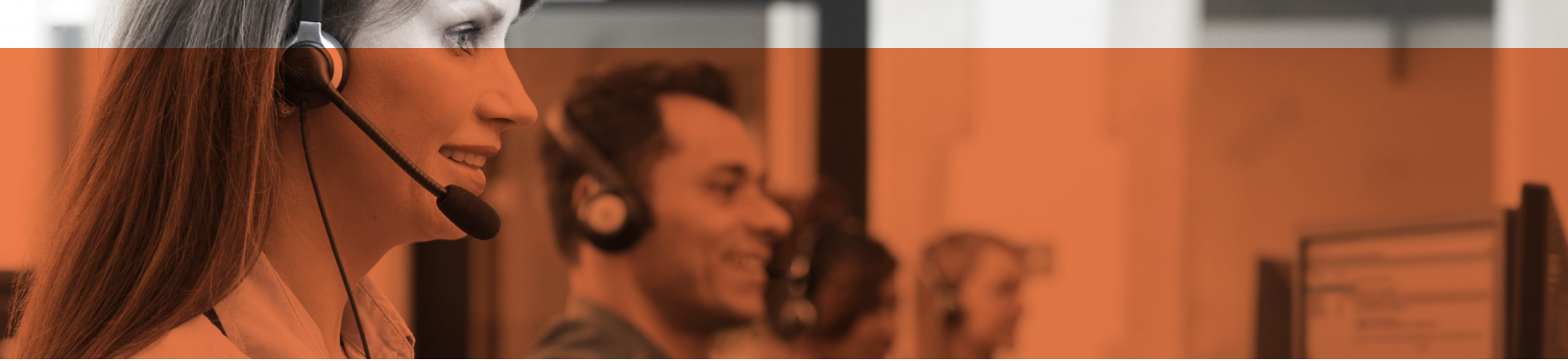
IronCare PSS helps reduce downtime with fast, expert technical support and flexible hardware coverage provided by our U.S. based 24/7/365 Client Service Center (CSC) in Chantilly, Virginia. The IronCare delivery framework is founded on Information Technology Infrastructure Library (ITIL) best practices, ensuring the highest level of support for clients' IT environments 24/7/365.

WHY CHOOSE IRONCARE PSS?

- **Resolve Problems Faster:** With both technical and institutional knowledge, Iron Bow identifies issues quickly and streamlines incident management processes to reduce downtime and improve IT service levels.
- **Reduce Risk:** Access to Cisco technical experts combined with optional proactive tools and smart capabilities, minimizes risks to business continuity.

WHY IRON BOW?

- 24/7/365 U.S. based support team
- Extensive knowledge of the wide portfolio of Cisco products and technology (Gold Partner with Master Certifications in Collaboration, Cloud Builder, Security, Cloud and Managed Services)
- Lower cost option than SmartNet direct



- Optional managed service offerings for performing proactive diagnostics and device monitoring
- Management of Cisco equipment, entitlement periods and renewals
- Tier 1, 2 and 3 engineering expertise for incident management
- Institutional knowledge of the customer environment
- Optional comprehensive remote troubleshooting and problem remediation of devices with managed services
- Next business day hardware replacement included
- Optional 2-hour and 4-hour advanced hardware replacement where available

IronCare PSS is most effective when paired with our Managed Care offerings at the Silver or Gold levels.

IRON BOW IN ACTION

Maintaining Patient Focus

Iron Bow Technologies manages over 20,000 telehealth assets for a federal healthcare provider. The IronCare service gives the client a single number to call for IT support versus multiple numbers depending on the technology. Our staff, skilled in the technology and knowledgeable about the environment, quickly assess the situation, reduce the troubleshooting time and provide the client a timely resolution. This support allows the client to get the most out of their telehealth investment, realizing productivity and patient outcomes without adding to the workload of IT or adding complexity to technology systems and processes.

STRONG. With a partnership spanning over two decades we have the top Cisco certifications in their leading technologies.

FLEXIBLE. Multiple service offerings available to provide the support your organization and your IT systems need as you need it.

TARGETED. Service is designed around your unique business needs and technology stack.

