



IRON BOW IRONCARE PARTNER SUPPORT SERVICES

Authorized and certified by Cisco, Iron Bow's IronCare™ Partner Support Services (IronCare PSS) is a Cisco hardware, software, maintenance and warranty support service that provides subject matter expertise to troubleshoot and resolve issues regarding Cisco manufactured products. Iron Bow Technologies is a Cisco Gold Certified Partner with Master certifications in Security, Collaboration, Data Center and Hybrid Cloud, and Cloud and Managed Services that utilizes our Cisco certified engineers to deliver the same expertise and features you would receive from Cisco SmartNet direct. IronCare PSS Services provides the technical expertise for your Cisco assets enabling IT organizations to focus on business outcomes.

IRONCARE PSS BENEFITS

- U.S.-based support staff
- 24/7/365 available support
- Hardware & software troubleshooting resolution
- IOS software upgrade assistance
- Advanced hardware replacement
- Management of Return Material Authorizations (RMA) process
- Active asset reporting
- Technical advisory support

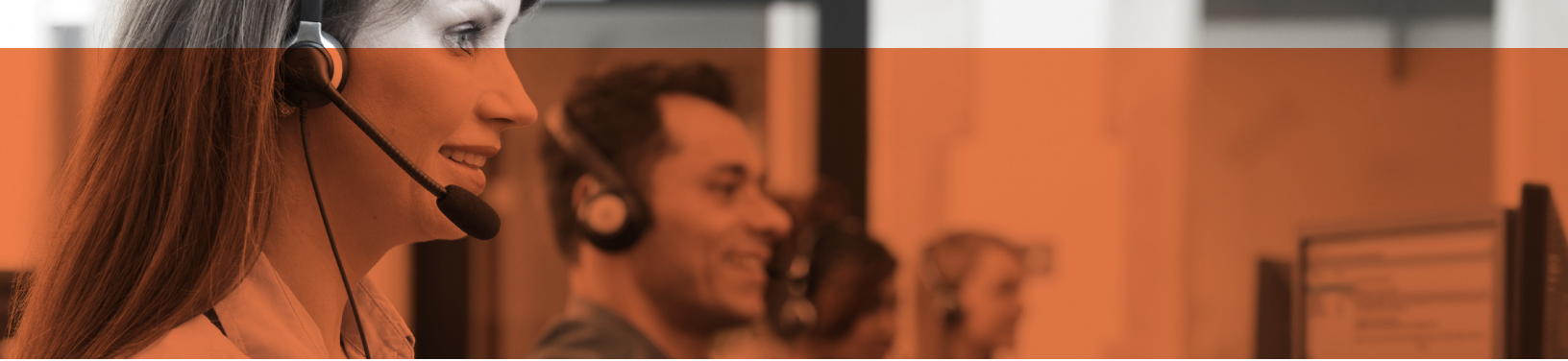
WHY CHOOSE IRONCARE PSS?

Reduce Complexity: As a client, you will receive personalized technical services for supported Cisco assets, a centralized support model and a consistent escalation point for major issues. As the client, you're no longer just a trouble ticket in the queue.

Faster Resolution Time: The IronCare team has existing technical and institutional knowledge of your assets allowing our team to resolve your issues faster through our Information Technology Infrastructure Library (ITIL) based service delivery framework.

Product Knowledge: Iron Bow, a Cisco Gold Certified Partner, maintains Masters Certifications in four of Cisco's major solution portfolios and cutting edge technology platforms allowing us to provide the foremost product experts in the industry to our clients.

Reduce Risk: By combining our institutional knowledge of your assets with our highly specialized product knowledge, the IronCare team reduces the risk on our clients by giving them a trusted partner for supporting their Cisco assets.



WHY IRON BOW?

- 24x7/365 available U.S. Based technical experts to support Hardware and Software products
- Cisco Gold Certified Partner with Masters Certifications in Collaboration, Security, Cloud and Managed Services, and Data Center and Hybrid Cloud
- Intimate support model at a lower cost than SmartNet Direct.

IRON BOW IN ACTION

Iron Bow Technologies manages over 90,000 customer assets through IronCare PSS for a federal healthcare provider in support of their geographically disperse telehealth initiatives. Iron Bow provides additional value to the customer by understanding both their telehealth initiatives and the criticality of the assets supporting those. Iron Bow provides the customer a single point of contact for all telehealth requests resulting in expedited issue resolution, less complexity for the client and assurances that the team responding to their issues understands not just the products, but their mission as well. Iron Bow provides incident based troubleshooting and resolution, quarterly and annual maintenance reports, and advanced hardware replacement for the supported assets.

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.

