

Your data center support solution

Service Express + CDW Partnership



We deliver onsite hardware maintenance for server, storage and network equipment, helping customers increase uptime, improve service and save up to 70% on OEM maintenance costs. IT teams can manage, monitor and automate their support using ExpressConnect®.

Founded in 1993, Service Express maintains multivendor data center infrastructure for healthcare, manufacturing, education, finance, government, technology and other Fortune 500 companies [worldwide](#). In addition to post-warranty support, we offer time & material support and data center relocation services.

Service Express, in partnership with CDW, offers data center expertise to help meet your IT needs. We'll work together to provide comprehensive, cost-effective support solutions for you.

OUR DATA CENTER SUPPORT INCLUDES:

- Hardware monitoring with automatic ticketing
- Monitoring and ticketing integrations
- Online account management

Multivendor support for servers, storage and network



ExpressConnect®



Monitoring

Our 24/7 hardware support solution automatically detects equipment failures and places service tickets for you.

AUTOMATED SUPPORT

- Real-time alerts and automatic ticketing
- Equipment and support insights from [OnDeck® Predictive Sparring®](#) for each ticket
- Security assurance — NIST compliant & security-certified

Add hardware monitoring to your maintenance coverage at no extra cost



Portal

Manage and view service tickets, schedule engineer callbacks, request coverage changes, add account information and more.

ACCOUNT ADMIN

- Open and manage service tickets
- Choose immediate or scheduled engineer callback
- Share documents and notes directly with your engineer
- Live chat with our customer support team
- Track and review warranty coverage

Easily manage your equipment coverage and support provided by Service Express



Monitoring Integrations

ExpressConnect® Monitoring integrates with the following third-party providers:



Streamline your support by integrating existing monitoring systems with ExpressConnect® Monitoring

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The best customer experience

We always provide an expert level of technical support and outstanding customer service.

ServiceEdge™

ServiceEdge™ is **responsive 24/7 data center support** delivered by a dedicated service team always ready to help.

PartsEdge™

PartsEdge™ reduces downtime by **eliminating repair delays using locally-stocked quality parts.**

OnDeck™ PREDICTIVE SPARING

OnDeck® is a **fully predictive sparing system** that ensures we have the right parts locally to support each customer's data center operations.

We restore uptime with consistently better results for our customers

Cost Control

- Average savings between 50-70% over OEM costs
- Longer equipment life for greater ROI
- Adjust coverage as needed without fees or penalties
- Customizable gap coverage for short-term support flexibility
- Penalty-free agreement cancellation with 30-day notice

Proactive Support

- Local parts inventory stocked using OnDeck® Predictive Sparing®
- Hardware monitoring for 24/7 automated alerts and ticketing
- Experienced local service team with direct access to Level 3 engineer phone support

Everyday Reliability

- 99% onsite response met
- 97% first-trip repair success
- 99% inventory accuracy
- 30-minute engineer callback for every service ticket
- A dedicated account team, with a primary & secondary engineer, supports every customer

Net Promoter Score

90

*2020 Average Score



4.8
★★★★★
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99%
Recommend

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We're here to help

You can rely on flexible maintenance support and solutions to increase uptime, improve service satisfaction, reduce administrative red tape and lower infrastructure costs through our Service Express + CDW partnership.

Questions? Please reach out to a partnership contact below:

Ken Doyle
Senior Channel Sales Manager
616.862.1402
kdoyle@serviceexpress.com

Joanna Bilionis
Senior Channel Sales Manager
312.438.6711
jbilionis@serviceexpress.com