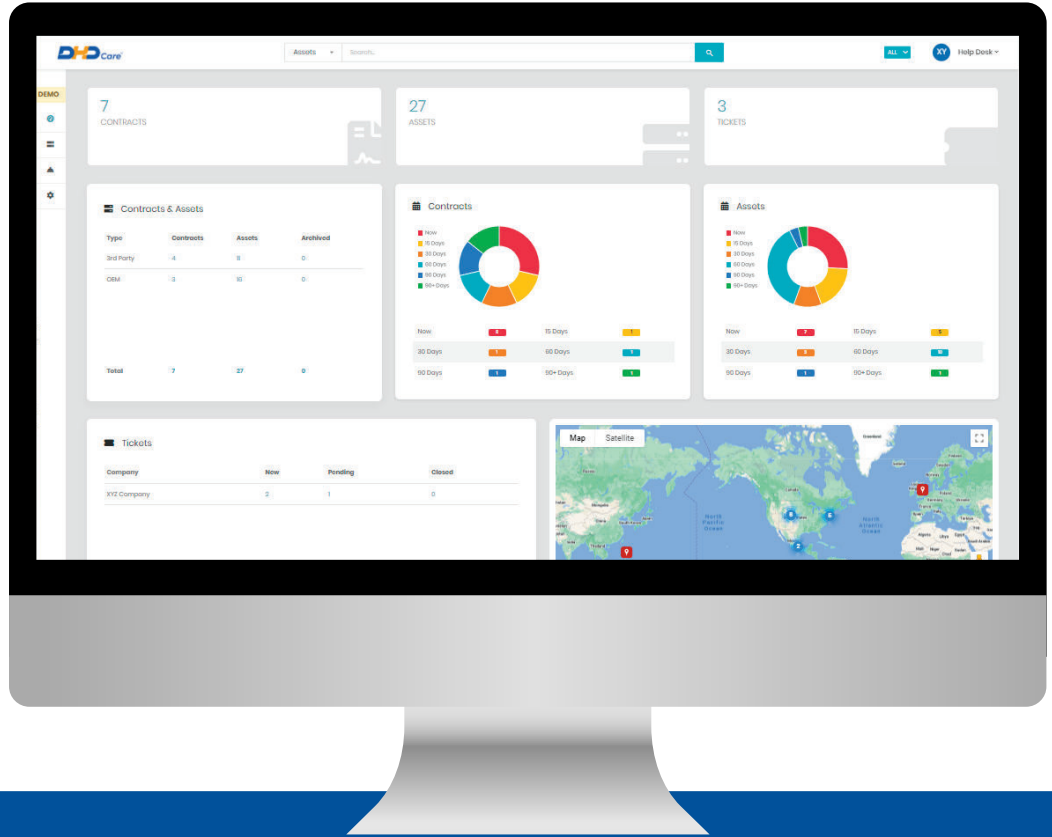




Say hello to value and security with DHD Care

Our certified TPM support organizes, prioritizes, and resolves maintenance.



VISIBILITY FOR CONTRACTS & ASSETS ACROSS MULTI-OEM ENVIRONMENTS

	Company	Name	Serial#	OEM	Type	Model#	Part#	Contract#	SLA	Support	Expires
more	XYZ Company		FOC6547IWL	Cisco	Switch	WS-C3850-48P	WS-C3850-48P	Cisco 266134	8x5xNBD	Cisco OEM	81 days
more	XYZ Company		FOC2345DEF	Cisco	Switch	WS-C4500X-16L	WS-C4500X-16L	DHD-5	24x7x4	DHD Care	99 days

OPEN A SUPPORT TICKET WITH EASE

- Track activity in real time
- IT team has visibility to all open tickets
- Tickets conveniently documented and displayed in the DHD Care platform
- Level 2 Certified TAC support in under 30 min
- Phone and WebX options
- System for prioritizing tickets

New Ticket

Subject *
Failed Drives-NetApp

Describe the issue *
We've got 2x drives down. Here's the info: NETAPP X425A-R6 108-0032118R1086 12TB 10K 6Gb-SAS 2.5" SFF HDD
Failure output uploaded with attachment.

Technical Contact(s)
IT Manager Mike

Send Email Copy To
techsupport@yourcompany.com

Contact Phone Number
(555) 555-5555

Choose Files No file chosen
Maximum file upload size is 500MB

More visibility. Faster resolution.

The DHD Care platform gives you a single pane of glass for managing IT maintenance activities.

ACCESS RESOLVED SUPPORT TICKETS

Type	Serial #	Subject
T&M	9AFJ61LVEMQ	Passive FTP Issue
Standard	701417001243-us	Failed drive-NetAp.
Standard	FOC1936Y082-us	RMA - Switch Offil.
Standard	SSI17190G4V-cr	Reset triggered du.
Standard	5KY26X1-us	Power Supply Failu.
Standard	FTX174710YS-us	SSL VPN /anyconnec..
Standard	DMW8GD1-us	Failed Fibre Chann.

Access prior problems, in the event that a part of your network shows similar symptoms.

SUPPORT ACROSS PLATFORMS



TRACK TICKET STATUS & ACTIVITY IN REAL TIME

All Active Tickets EXPORT + CREATE TICKET

Ticket #	Status	SLA	Customer	Requested	Type	Serial #	Subject	Requester
115-8575	NEW	24x7x4-OS	XYZ Company	11/15/2022	Standard	HHH23A-us	test ticket	anna@dhd.com
115-8548	NEW	24x7x4-OS	XYZ Company	9/24/2021	Standard	HHH23A-us	This is a Test	jhoman@cloud.
115-8543	EV	24x7x4-OS	XYZ Company	9/1/2021	Standard	HHH23A-us	testam	anna@dhd.com

Total 3 Items



- 24x7x365 TAC Support
- Certified OEM Support Engineers
- Guaranteed Parts Replacement SLAs
- Support Across Multi-OEM Platforms in One Portal
- Global Coverage

Spend less time troubleshooting your IT hardware solutions with DHD Care.