



Strategic Support Solutions, LLC

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What We Do

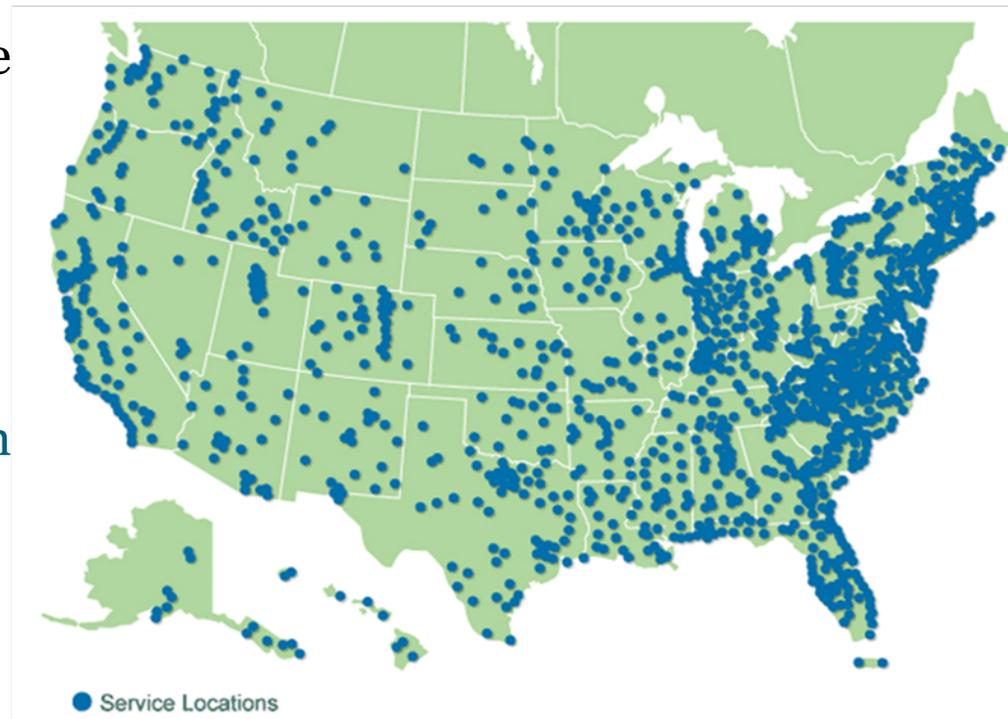
- Strategic Support Solutions specializes in tape libraries and tape drives.
- We provide multiple services including:
 - Annual maintenance contracts
 - Time and material services
 - Depot repair
 - On-site repair
 - Self maintenance spares kits
 - Technical Telephone Support

Maintenance Contracts

- Our maintenance contracts cover all major brands including:
 - Storagetek, Sun, Oracle, Dell, Adic, Quantum, HP, Spectra Logic, Overland, among others
- Contracts can be customized to the customers needs. They can be of the following levels:
 - **5x9xNextDay** - 5 days/week x 9/hours/day x Next Day response time
 - **5x9x4** - 5 days/week x 9 hours/day x 4 hours response time
 - **7x24x4** - 7 days/week x 24/hours/day x 4 hours response time
 - **5x9 Self-Maintenance** - 5 days/week x 9 hours/day Self-Maintenance Support response time
 - **7x24 Self-Maintenance** - 7 days/week x 24 hours/day Self-Maintenance Support response time
- Spares kits can be placed on site for contracts which require zero down time

Coverage Areas

- Strategic Support Solutions can touch every zip code in the United States.
 - With over 1,000 field engineers, service can be provided same day in over 40,000 locations
 - Next business day service can be provided to every zip code in the continental United States



Depot Repair

- Our technicians have 17+ years of experience in tape storage
- This knowledge coupled with our strict focus in tape enables our technicians to repair a wide spectrum of product including:
 - Tape Drives
 - Library pickers/hands
 - Power Supplies
 - Libraries
 - Anything given the opportunity!
- Why?? Save money by repairing instead of buying new

Telephone Support and T&M Services

- Telephone Support
 - We can provide our expert technical support over the phone to you/your customer
 - This service will provide an alternative to the costs of having an on-site representative
 - In most cases, an on-site spare kit can be arranged to enable ZERO down time
- Time and Materials
 - Don't have a yearly contract??
 - With time and materials you can get our expert services when needed
 - This service is perfect for first time customers in desperate need of repair

Give Us a Chance!

- While change can be frightening, opportunity can be great!
 - Give us a chance to solve your tape headache
 - We can assist in
 - Maintenance
 - Repair
 - Support
 - Even buy backs!!