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Melbourne, FL 32934 Phone:
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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!!