



DATA CENTER OPERATIONS THIRD PARTY MAINTENANCE

Managing multi-vendor critical infrastructure and hardware is complex and costly. Trace3's DCO-TPM service streamlines support, reduces downtime, and extends asset life—without the burden of OEM contracts.



Trace3's Data Center Third Party Maintenance (DCO-TPM) service offers cost-efficient support for mission-critical data center infrastructure. DCO-TPM ensures rapid parts replacement, case management, on-site field engineering, and break/fix support across domestic and global locations.

BENEFITS

MINIMIZED DOWNTIME & FASTER ISSUE RESOLUTION



Ensure business continuity with rapid-response support. With options for 24x7x4, 24x7x**NBD**, or 8x5x**NBD** SLAs, you can choose the right support to meet your business needs. Replacement parts are shipped and/or engineers dispatched immediately after issue confirmation, helping you avoid costly downtime, reduce operational disruption, and keep mission-critical systems running smoothly.

COST EFFICIENCY & EXTENDED ASSET LIFECYCLE



Avoid the high costs of OEM maintenance by leveraging our flexible third-party support model. We help you extend the lifespan of critical infrastructure with reliable break/fix coverage, giving you more value from existing investments and freeing up budget for strategic priorities.

SIMPLIFIED MULTI-VENDOR SUPPORT & VENDOR MANAGEMENT



We take the complexity out of hardware support by managing all vendor relationships for you. From case coordination to parts procurement and on-site repairs, you get one point of contact and a unified process, reducing internal burden and accelerating time to resolution.

SCALABLE GLOBAL DELIVERY MODEL



Whether you operate in one region or across continents, our global network of partners and Trace3 field engineers delivers the same high-quality experience everywhere. As your infrastructure evolves, our service model adapts, ensuring you're always covered, wherever you expand.

For more details or to begin your Data Center Operations Third Party Maintenance journey with Trace3, please contact your Trace3 representative or visit www.trace3.com

DATA CENTER OPERATIONS THIRD PARTY MAINTENANCE



Data Center Operations Third Party Maintenance extends the life of critical infrastructure and hardware while streamlining break/fix support across vendors. Trace3's expert-led service ensures rapid part replacement, coordinated vendor case management, and on-site engineering when needed, minimizing downtime and simplifying your support model. With a scalable and cost-efficient approach, your IT team can stay focused on strategic initiatives.

THIRD PARTY DATA CENTER OPERATIONS, MANAGED

Feature	Essential – Case Management	Enhanced – Parts Only	Enriched – Parts + Field Engineering
OEM Case Coordination	X	X	X
Remote Troubleshooting	X	X	X
Parts Sourcing & Procurement		X	X
Parts Delivery & Tracking		X	X
Physical Parts Installation			X
Onsite Field Technician (FE)			X (Trace3 or Partner Delivered)

SUPPORTED ASSET CLASSES

- Compute (Servers)
- Network (Routers, Switches, Firewalls)
- Storage (SAN & NAS)
- Tape Libraries
- Workstations (Desktops/Laptops)

ON SHORE SUPPORT IN NORTH AMERICA BASED DATA CENTERS

Trace3 provides services across multiple data center locations in North America and through vetted partners in international locations.

FIELD ENGINEERING

- **Hardware Installation & Testing:** Skilled technicians install complex hardware components onsite and verify performance to minimize downtime.
- **Troubleshooting & Diagnostics:** Remote diagnostics and issue resolution, with onsite dispatch available based on support tier.
- **Break/Fix Services:** Onsite technical support to diagnose and repair hardware failures, including part replacements.
- **Multi-Vendor Hardware Support:** Certified support across a broad range of OEM and third-party hardware platforms, with coordination for repairs and replacements directly with manufacturers.

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