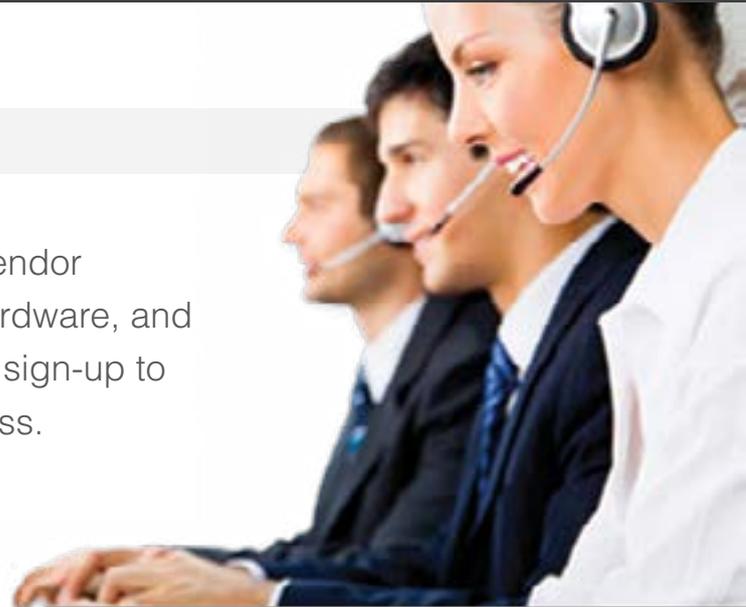


Computergate

Warranty Extensions & Uplifts

Computergate offers managed and extended vendor warranty support service for Windows based hardware, and complete software licensing management, from sign-up to renewal, adding significant value to your business.



Software Licensing & Renewal Service

Computergate provides a combined software licensing and renewal service. We assist our Customers to identify which software best suits their needs and assist with the registration and activation if required, ensuring the highest customer satisfaction.

Keeping current is important, because the only constant in technology is change. Therefore, we offer a free Software Renewal Service to keep your Support Agreements active and ensure you always have access to the latest content, enhancements, patches, and upgrades.

We have a dedicated team to assist customers with Software Renewal Administration, ensuring customers cover is continuous. We also have a helpdesk team ready to answer general enquiries regarding software licenses and the renewal process. If you originally purchased your software or previous renewal licenses through another vendor, we can assist you in making the necessary changes for a smooth transition and complete the renewal process when the time comes.

We provide license and renewal support for Microsoft, Symantec, Adobe, Trend Micro, Acronis, Kaspersky, Exclaimer, Shadow Protect.

Computergate can provide an audit of all your current licensing and recommend a management plan.

Uplift & Vendor Warranty Extension Services

Computergate Service Plans allow you to customise and extend manufacturers support offerings to meet your specific business requirements. Whether it is Storage Devices, Servers, PCs, Notebooks, or any other IT-based peripherals, we are able to assist you with support extensions or uplifts. Understanding that you value the longevity of your IT equipment, we specialise in long-term service extension from 1 to 5 years.

We support all 'Wintel' based hardware, Servers, PC's, Storage & Tape plus many software products. We partner directly with vendors including Tandberg Data, Promise, Infortrend, Synology, Nexsan, Rimage, plus many others.

Computergate

Types of Hardware Cover



Types of Hardware Cover

Warranty Uplifts -

Higher cover than base offered by Manufacturer, i.e. On-site visit with various response times.

Extended Warranty -

Various levels depending on equipment, i.e. Part Exchange or On-site Cover after expiry of Manufacturer's Warranty, depending on the products. Please contact our Contract Administrator for details.

Extended warranty minimising down time & ensuring prompt response.

- Extending the life of your unit by professional management.
- Competitive Pricing
- Management of renewal by Computergate.
- Covering Australia, New Zealand, and Asia.

Based on the type of product, we are able provide a layer of Monitoring on each device that will alert the Computergate helpdesk and proactively advise a technician of an impending problem. This service includes Hardware & Software Asset & License tracking of all connected devices.

If Managed Services or Proactive Maintenance is something that you wish to include, Computergate has a full range of services that can be bundled into a monthly subscription fee. This can include any of the services above including any Anti-Virus, Backup Protection, plus more...

Why Computergate?

We can help you manage your IT Infrastructure to allow your business to be a competitive differentiator. By leveraging the broad reach of our international delivery model, you can take advantage of our expertise, experience and transformational skills to transition your infrastructure through monitoring and management quickly and smoothly. With extensive experience in supporting global customers and leading vendors, Computergate can deliver innovative solutions to your organisation. We can efficiently and cost-effectively assemble and deploy the full breadth of our capabilities to provide you with the highest quality services, delivered with predictable, consistent results.