The Path to Operational Efficiency, Greater Visibility, & Faster Time to Resolution

IT maintenance support can be difficult and time consuming to manage—not to mention expensive. Many organizations aren’t realizing a comparable return on their investment. Triaging issues, especially in a multi-vendor environment, adds to the complexity. 

Most importantly...

IT downtime can have a severe financial impact.

The Solution: ePlus Enhanced Maintenance Support

ePlus Enhanced Maintenance Support (EMS) is a seamless and simplified alternative to standard OEM support with improved value and a better customer experience— for no additional cost.

How You Get It: The Power of the Dashboard

- Device health, availability, and performance monitoring
- Inventory install base and contract support timelines
- Hardware/software end-of-life and end of support
- Security and field notices

Outcomes You Can Expect

Any IT department knows that maintenance isn’t just a question of fixing devices when they fail. ePlus Enhanced Maintenance Support helps you stay one step ahead on operational issues and keep your environment up and running for optimal efficiency.

You’ll benefit from:

- Increased service level performance and lower risk of downtime
- Better insight to financially plan for future maintenance support renewals and required device refresh purchases
- Seamless escalation to Level 3 manufacturer support to resolve highly-technical issues
- Reduced time to diagnose errors and Mean Time to Resolution (MTTR)
- Notification of security and health vulnerabilities

Put your organization on the path to operational efficiency, greater visibility, and faster time to resolution with ePlus EMS.

Find Out How.