



Hardware Maintenance Overview


ON-LINE Computer Products partners with TERiX Computer Service to provide our customers industry-leading support on enterprise equipment. ON-LINE leverages the global network of TERiX engineers to provide flexible and innovative hardware and operating system support.

Support solutions from TERiX are available for the following, as well as brands and product lines not listed:

Hewlett Packard™	E3000™ and 9000™ Servers, Storage, MPE™ and HP-UX™
Oracle Sun™	Sparc™, UltraSparc™, Blade™, Sunfire™, StorEdge™, StorageTek™, and Solaris™
Cisco™	Switches, Routers, and Security Devices
IBM™	pSeries™, xSeries™, zSeries™, Storage and AIX™
Industry Standard Servers (ISS)	Dell™, Compaq™, IBM™, Supermicro™, Rackable™
Data Center Storage	EMC™, STK™, NetApp™
Networking	Cisco™, NetApp™

Better Service, Better Value

ON-LINE and TERiX Computer Service offer best-fit solutions by understanding the needs of our customers, who benefit from the following:

- Multi-Level Service Packages
- Multi-Vendor Support Solutions
- U.S. Based Response Centers
- Engineers Averaging 10-15 Years of Experience
- Worldwide Coverage 
- Full Legacy Product Support
- FixFirst and Interoperability Policies
- Real-time, Online Ticketing System



WORLDWIDE MULTI-VENDOR SUPPORT

About ON-LINE Computer Products

Founded in 1987, ON-LINE Computer Products is a woman owned, WBENC Certified Business specializing in Technology Support Products, Services and Solutions. Different from "Supply Super Chains" or "Sole Source" vendors, our products and solutions are "Vendor Agnostic" and targeted to the day-to-day needs and functions of IT and Data Processing. Being inherently vendor agnostic allows us the ability to provide solutions that are built around your explicit need and budget utilizing "Best of Breed" rather than a limited solution from a single source. Our reputation has defined us as "the go-to company" when it comes to sourcing special needs or mission critical products and service. We understand the vital nature of the products and services that we provide as well as the importance of on-time delivery & service response. We boast "The Best" service in the business with a 27/7/365 emergency response for contract customers.

www.online-computer.com

About TERiX Computer Service

TERiX Computer Service delivers enterprise-grade support for servers, storage, network hardware and operating systems from over 30 manufacturers including IBM, HP, Oracle Sun, Cisco, and EMC. TERiX relentlessly focuses on customer satisfaction to exceed Service Level benchmarks and deliver a superior alternative to OEM hardware support. TERiX customers include a significant portion of the Fortune 500 and more than twenty U.S. and Canadian federal government agencies. In business since 1997, TERiX is headquartered in Sunnyvale, California, and can be found online at

<http://www.terix.com>

Contact us for a Site survey 800-923-9988 ext 118 or abutters@online-computer.com

TERiX Service Quote Request Form

Required fields are indicated in **bold**.

First Name *

Last Name *

Company *

Email *

Phone *

- Brands/Products
- HP
 - IBM
 - Dell
 - Cisco
 - EMC
 - Oracle Sun
 - StorageTek
 - Juniper
 - 3Par
 - NetApp
 - McData
 - ADIC
 - VMS Virtual Tape
 - ISS
 - Other
 - Unknown

Number of Machines

Cities/Locations