



# DTS SUPPORT BUNDLE

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The availability of business processes is crucial to the success of any company or institution. Here, the underlying IT infrastructure is a particular focus. Even minor failures can lead to massive disruptions in business processes. In addition to the general availability of suitable spare parts, corresponding response times and more extensive SLAs are also immensely important for the rapid restoration of the impaired processes.

With the DTS Support Bundle, we offer you the attractive option of placing your IT hardware under our support. In addition to the option of obtaining manufacturer maintenance through us in flexible payment models, you can also use the DTS Support Bundle independently of the manufacturer. In this way, we make it possible to use your IT systems beyond their planned lifecycle. With additional services, e.g. DTS Monitoring and access to the 24/7 DTS Service Desk, we can contribute to further, sustainable support of your IT operations.

- Extensive support services for your IT hardware
- Manufacturer-independent
- Flexible payment models & terms
- Various SLAs can be combined in one contract
- Cost transparency through DTS as single point of contact
- Sustainable support of your IT operations
- Increase of availability
- Cost savings compared to manufacturer support
- Automatic fault reporting through DTS monitoring
- Optional access to 24/7 DTS Service Desk