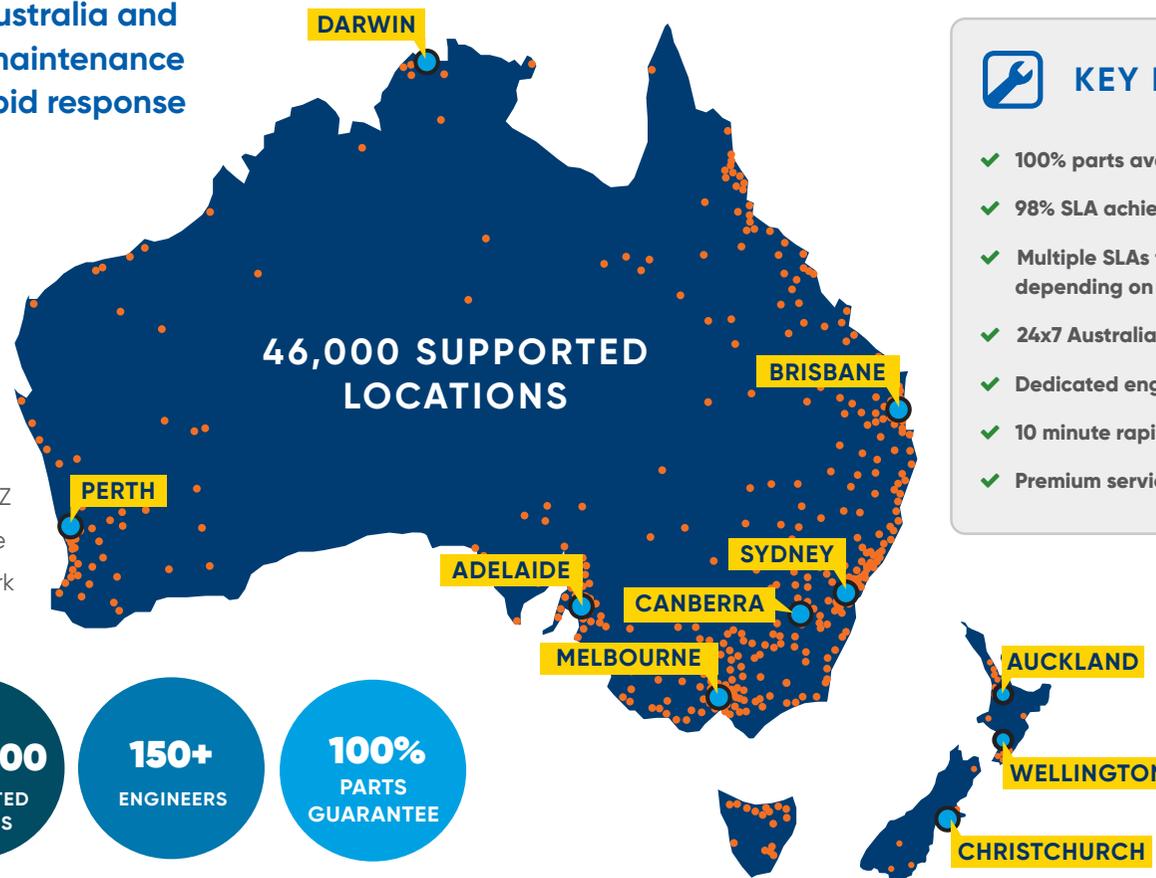


Dicker Data has partnered with Australia and New Zealand's largest hardware maintenance provider, Interactive, to deliver rapid response hardware maintenance support.

Fast Facts

- Partnered with A/NZ's largest multi-vendor hardware maintenance provider
- 32 year unbeaten track record in hardware maintenance and support
- ISO 9001 and ISO 27001 certified
- 2,500 customers across A/NZ
- Supporting over 46,000 locations across A/NZ
- 300,000 hardware devices under maintenance
- 600+ staff with more in our A/NZ agent network
- 150+ hardware engineers




KEY DIFFERENTIATORS

- ✓ 100% parts availability guarantee
- ✓ 98% SLA achievement
- ✓ Multiple SLAs from 24x7x2 to next business day depending on customer requirements
- ✓ 24x7 Australian-based Service Desk
- ✓ Dedicated engineers
- ✓ 10 minute rapid phone response by field engineers
- ✓ Premium service with a 96% first call resolution



Interactive can make your customer's life easier (and yours too!)

- **One point of contact** for Hardware Support on IBM, Lenovo, HPE, Dell EMC and Cisco
- **Free 'Call Management'** of devices while under vendor warranty
- **Monthly payment terms available**, including the ability to remove decommissioned devices with a 30 day notice period
- **Continuous maintenance beyond initial term**, meaning no more hassles managing multiple maintenance renewals and keeping track of maintenance expiry dates
- **No End-of-Life** for devices we support directly



CONTACT DICKER DATA AUSTRALIA
 to obtain a quote: **(02) 8556 8060**
 or licensing@dickerdata.com.au

CONTACT DICKER DATA NEW ZEALAND
 to obtain a quote: **0800 337 253**
 or sales@dickerdata.co.nz

What our resellers say about us ...



As a proudly owned and operated Western Australian company, CBM Corporate provides clients with end-to-end management of IT services and solutions. From IT procurement, managed services, audio visual and communications, CBM Corporate can act as your organisations own in-house IT team.

“CBM Corporate partnered with Interactive in 2017. From day one we’ve received exceptional service, competitive pricing and a business partner that matches our managed services model perfectly. With flexible month-to-month maintenance options and a simple online quoting tool, Interactive has also maintained the high SLAs that our customers demand. What we value the most in a partner is reliability. Within the first week of our partnership with Interactive, we had a customer’s hard drive fail. An Interactive engineer was on-site with parts within 2 hours and replaced the device with no questions asked.”

Geoff Smith,
Managing Director



Loftus IT has a significant presence in South Australia, providing bespoke technology solutions to Government, health and manufacturing organisations.

“From my first contact with Interactive, I’ve had nothing but great service. Interactive’s engineer response time is second to none. Having locally based, vendor qualified engineers has made a huge difference to response time and installation of parts. Our clients rely on us to be their trusted IT provider. Interactive’s ability to exceed SLAs and provide a 100% parts guarantee to our customers made partnering with them an easy decision. Not only do they support a wide range of end of service life devices but they go above and beyond to ensure our expectations are not only met but exceeded.”

Angela Anderson
Sales Support



IT Logic is an IT solutions provider and trusted supplier to some of Australia’s largest corporations. With a pillared approach to IT management, clients benefit from complete helpdesk support, device management and leading industry expertise.

“Professional, personable and outstanding service are three things that come to mind with Interactive. Having locally based and vendor trained engineers that know and understand our clients’ needs has been a big bonus. I’d recommend Interactive without reservation.”

Sam Estephan,
Director



Login Systems is a privately owned Australian company that has been providing IT solutions to businesses for over 25 years. With a number of clients in the Health Industry and not-for-profit sector, Login Systems provides a fully managed service to support their clients IT infrastructure and environments.

“Our clients have the expectation that when we say we can deliver, we do. We partnered with Interactive because of their parts guarantee, strong SLAs and their reputation within the market. Interactive has been able to offer extended warranty to our clients critical devices, flexible monthly billing and a service model that is far superior to vendors.”

Dean Walpole,
Operations Manager



...where IT makes sense

Founded in 2001, Emerging IT provides managed IT services to over 280 businesses that require support for their mission-critical infrastructure.

“Interactive provides that word, that guarantee and that bond that we know we can rely on. Our reputation is for always putting the client’s interests first – Interactive has matched this with their 100% parts guarantee and ability to support multiple vendor devices at competitive prices.”

Aubrey D’Souza,
Sales Operations Coordinator