

Data Center Services

Custom Support, Customer-Driven



With 24x7x365 nationwide coverage and on-site support, **EssentialSM uniquely designs support services** for the entire enterprise technology lifecycle — from installations and moves through upgrades and end-of-life.

End-to-End Support from Essential

Companies managing data center servers, storage and network equipment for their businesses or on behalf of their clients are challenged 24x7. Installations, configurations, upgrades, maintenance, and equipment moves and removals for various technology types keep the people responsible for data center availability working around the clock.

Recent trends show businesses moving away from large, costly OEM maintenance contracts, but they still require robust capabilities from a third party maintenance (TPM) provider to ensure data center operations remain stable and secure.

Essential is the only TPM provider with the infrastructure in place to reach every zip code in the U.S., providing hardware break/fix of multi-vendor environments with same-day onsite and restore metrics for mission critical environments.

As a customer-centric company, we have built our well-established infrastructure to be scalable and repeatable allowing us to provide a flexible model, customizable to the specific needs of each customer. Whether you're looking for end-to-end same-day, next-day, scheduled, or phased support, Essential has you covered.

Data Center Services

- » Server support
- » Storage
- » Single & multi-location installations
- » Router, switch & system configurations & upgrades
- » Equipment moves & removals
- » Data center relocations
- » Onsite & offsite maintenance & repair
- » International support
- » Parts logistics
- » Inventory management
- » Destruction & disposal
- » Certificate of destruction
- » Parts recycling or resale

Service Differentiators SM

- » 24x7x365 U.S.-based Technical Assistance Center (TAC)
- » Established Managed WorkForce[®] of vetted field technicians servicing every zip code in the United States and parts of Canada
- » Network of 150+ forward stocking locations for logistics coordination
- » Immediate access to Tier 3 technical support
- » Certified PCI Compliant
- » OEM direct trained experience and robust internal knowledge base for all serviced equipment