



# BCS GoServices Contracts Automation Service

## Key Benefits

Lower your costs and burden associated with tracking equipment, warranties and service contracts across all technology

Track and report dynamically on all assets—tangible and intangible—that migrate through your environment

Predict and manage costs by eliminating the gap between expiration and renewal of warranty and service contracts

Proactively track trouble tickets to achieve better service levels from your vendors

Raise your confidence and ability to justify new equipment, warranty extensions and service contracts

Lower your cost of tracking assets

Gain the benefit of having a comprehensive Asset Information Repository with online, available and up-to-date status of all systems, software and equipment

Track and coordinate IT maintenance tasks across your team

A huge number of technology components and contracts support your business operations. Tracking and managing all of these service contracts and warranties is a burden, a constant source of overhead and drain on your business. Even more significantly, challenges in tracking service contracts mean that you are often delayed when systems fail by first having to determine the status of the contract and renewing that contract before support service begins.

BCS GoServices Contracts Automation makes it simple and easy for you to track service contracts and warranties for your computing equipment and devices. Avoid gaps in service contracts that can slow break-fix when you need it. Plan budgets more accurately going forward. In addition, you gain the benefit of having a comprehensive Asset Information Repository which is online, available and up-to-date to support your IT team's activities. With a simple online query, you can track the status of patch updates, equipment deployment, configuration changes, and more, for your entire systems environment.

BCS GoServices Contracts Automation is available for any technology asset—including servers, storage and software along with associated service contracts and warranties—supporting your business. Assets can be new or existing. Managed assets can be acquired from any vendor. This service enables you to work in tandem with your BCS GoServices Authorized Reseller, for more predictable management of the costs associated with service contracts and faster trouble-ticket resolution.

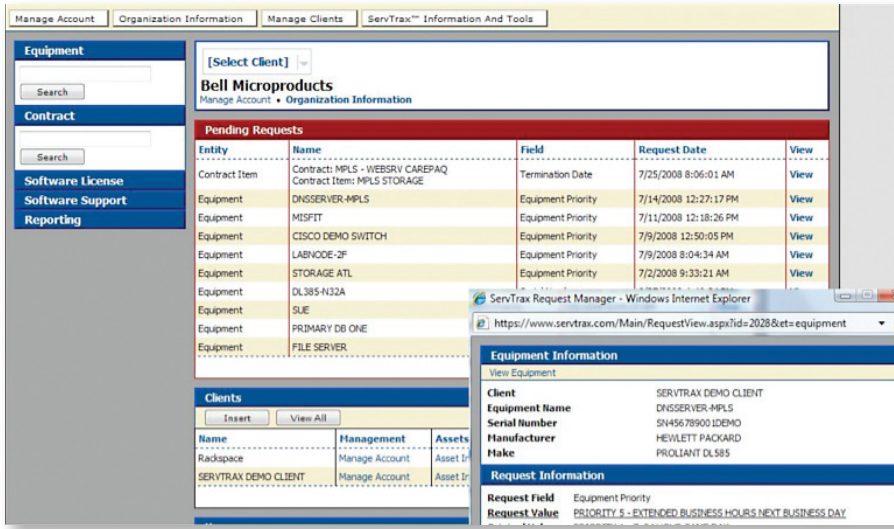
### Lower the Asset Tracking Burden with Dynamic Asset Reporting

BCS GoServices Contracts Automation simplifies the process of tracking and maintaining accurate equipment and software information with online access to current technology components and pricing, for both tangible equipment assets and intangible warranty and service contracts. Creating the technology list is easier, as is keeping track of components and contracts as your environment changes over time.

At any point in the process, you can dynamically request an online report to show all assets—tangible and intangible—currently deployed within your environment. You can also see total costs and history of use and service for each asset, making it easier to help you plan for and justify acquisition of new equipment, warranty extensions and service contract renewals. Comprehensive reporting shows the service contract and its corresponding physical asset—including location, manufacturer, model, type, class, serial number, priority status, service provider, purchase order number, end date, trouble ticket and names of the manager and administrator. The result is an online Asset Information Repository that eases coordination of IT maintenance tasks across your team.

Your BCS GoServices Reseller has the same easy, online access to asset reporting for your equipment and contracts. This makes it easier for you to work in tandem with your Reseller in planning new deployments, managing open trouble-tickets to close, and renewing service contracts and warranties.

ServTrax Web Interface Provides Easy Reporting and Access to Your Managed Assets and their Associated Contracts, with Easy Drill-Through Capability



## About Business Communication Systems

Business Communication Systems (BCS) offers innovative, customer-driven hardware/infrastructure solutions and services. BCS customers recognize us for our ability to deliver results, with advanced, high performing, cost effective, technology solutions. We partner only with the industry's leading companies to deliver the best hardware and software solutions at the most cost-effective price. These partners combined with our own extensive technical expertise, ensure that you receive high-quality products with top-notch service and support.

BCS GoServices™ offerings use service automation to speed your business by reducing the burden of asset management for every type of asset, at every phase in its lifecycle from procurement to retirement. Select from Assessment, Data, Managed, and Lifecycle services to accelerate your business.

## About ServTrax

ServTrax™ Incorporated simplifies and improves the management of assets and associated contracts. The ServTrax™ web based asset management solution is designed to replace existing management systems, typically comprised of a series of spreadsheets. The ServTrax™ application allows our partners and their customers, to work more efficiently within both their internal and external business communities.

[www.servtrax.com](http://www.servtrax.com)



## Increase Control of Trouble Ticket Tracking

When you report problems, you need a method for tracking these problems easily to resolution without adding complexity and overhead to your operation. BCS GoServices Contracts Automation simplifies this process, enabling you to look up the warranty or service contract status of the faulty equipment or software, and to track the progress of problem resolution along with your Reseller.

## Better Plan and Manage Renewal Costs with Automated Notification

Managing renewals is a constant challenge. Typically, renewals are not completed until a system fails and you need a problem fixed. Problem resolution can be delayed by the time required to put renewals in place.

BCS GoServices Contracts Automation makes it easy to spot upcoming expirations in warranty and service contracts for tracked assets deployed across your entire infrastructure, so that you have advanced notifications and renewal options. You gain automated notification 90, 60 and 30 days in advance of expirations, along with reporting on any collateral change impacts. Get ahead of your costs by planning renewals in advance of expiration dates.

## How it Works

BCS GoServices Contracts Automation is powered by ServTrax™ solutions, providing web-based access to your complete database of tracked assets. Web-based service means that you can use the platform of your choice, with no software to install on your systems. All you need is a browser. Training is minimal.

To schedule a BCS GoServices Contract Automation Consultation and to inquire about any of the BCS GoServices offerings, please contact your BCS representative or inquire with our team at [www.yourbcs.com](http://www.yourbcs.com)



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