



## Information Technology Maintenance

### S1 360 Blended Care

Source One has designed Blended Care as a value added comprehensive maintenance plan that bundles break-fix services for critical and immediate response, next day response and best effort response.

S1 360 Blended Care provides you with superior value and performance by enabling:

- Choosing a level of maintenance spend for each IT component.
- Single point of contact for field services, enables greater accountability.
- Single management system for all field IT assets that enables detailed collection of information and performance transparency.
- Improved Field Collaboration with Centralized Resources
- Flattened processes improved management productivity and effectiveness.
- Improved uptime and faster remediation on service affecting failures
- Reduced risk, improved management visibility
- True Field Service Resources

### Service based on your needs for each type component

**Routine Preventative Services** - Provides you with annual or biannual inspection and routine services for the IT components deployed in each location. If repairs are required, they are addressed on a T&M basis. Routine Preventative Services are a good fit to enable management, visibility, and optimum operation of all IT components in a location.

**Critical Care Response** - Provides you with **same day remediation**, parts, and technician. Designed for service affecting outages in Critical Retail Systems such as the POS, Server, Network, and Telephony. Routine Maintenance Services are performed on an ongoing basis for covered items. Critical Care is best utilized for outages that impact worker productivity and risk to customer image.

**Immediate Response** - Provides you with **same day response** for trouble identification. If parts are required, they can be drawn on Source One central stock (parts assurance) for next day remediation. Parts and Second visit are billed at agreed upon rates. Immediate Response is best solution when you require field level skills and management to remediate a failed component in a 24 to 48 hour interval.

**Next Business Day Response** - Provides a next business day response and parts from Source One Stock or on a best effort basis. Next Business Day Response is a best choice for minor outages that have minimal effect on worker productivity and no effect on customer image.

- Servers
- RFID
- Barcode Scanners
- Ethernet Switches
- Routers
- Audio/Video
- Beacons/Sensors
- Fiber Optics
- 2 Way Radio
- PMS
- Desktop
- Cabling
- Point of Sale
- Receipt Printer
- Digital Signage
- Kiosks
- Telephony
- Wireless
- Portable Computer
- Tablets

### Managing – Pro-Manage – Information Technology Management



Blended Care notifies and tracks all services performed with detailed incident recording every step of the way. Each incident is detailed to provide the specific repaired item, station/location, specific asset tag and the repair type. When a component is completely changed, the new asset data is recorded and you are notified. All service history is stored by failed component and subsequent remediation. Source One operates a wholly owned system called Pro-Manage, an open source management system that is fully customizable based on customer need.

## Let's Get Started

For more about S1 360 Blended Care please contact Source One at (608) 222-6320 or email us at [sales@source1net.com](mailto:sales@source1net.com)