

Hardware Maintenance

1ST Source Technology hardware maintenance programs offer you high quality support at a low cost. Our programs put the emphasis on reducing problem diagnosis and problem resolution timeframes. We do this by eliminating all of the confusing layers of technical support and escalation. Our program eliminates parts delivery time for critical spares by placing them on-site. 1ST Source Technology will never outsource your support to another company or country. All support is provided by highly skilled Tier 3 level engineers with direct access to our world class lab facility. Our technical support engineers possess many years of manufacturer experience, training and certifications.

All major systems and operating systems under contract with 1ST Source Technology are replicated in our lab for problem recreation and diagnosis and spare part quality assurance. Let our investment in lab infrastructure work to your advantage. If you need to perform testing or if you need to integrate new products, our lab is available to you 7x24.

We offer flexible service levels to fit your business and budgetary requirements. From Mission Critical Support 7x24x365 to Next Day service.

Reduce Maintenance Costs
Simplify Vendor Management
Improve Service Levels