Support Services

Red River Support Services can free you from the complicated and time consuming process of maintaining multiple service contracts and managing support for IT assets from multiple vendors – so you can concentrate on meeting your mission-critical goals.

Simplify IT Maintenance

Capabilities

- Additions, Moves and Modifications
- Asset Disposal and Reclamations
- Comprehensive Maintenance Support for Multiple OEMs
- Consolidated Invoicing and Warranty Management
- Customized Technical Support
- Depot Replacement
- Incident Lifecycle Management
- Installations
- IT Problem Resolution
- Hardware, Software, Telephone and IT Infrastructure Support
- Logistics Management
- Service Level Monitoring, Reporting and Metrics
- Strategic Planning and Assessments
- 24/7/365 Support Services

Key Benefits

- Simplify Hardware and Software Support
- Optimize and Protect IT Assets
- Speed IT Problem Resolution
- Consolidate Service Contracts from Multiple OEMs
- Reduce Costs and Complexity

Complete IT Asset Protection

Red River Support Services can help you protect your valuable IT investments with best-in-class maintenance and support for all of your IT assets regardless of their location or manufacturer. We offer multiple levels of technical support and hardware service for multi-platform products to address immediate problems and manage long-term maintenance across the lifecycle of your entire IT infrastructure.

Consolidated Maintenance Agreements

Red River holds agreements with all of the major OEMs so we can consolidate your multiple service contracts and warranties into one customized support agreement to reduce costs and complexity. Red River Support Services can even help restructure your service and maintenance agreements, so they have the same termination date, saving even more administrative work.

One-Click Access with Red Connect

With Red Connect, our secure proprietary web-based service, you can immediately determine the service contract eligibility of an IT asset for support and maintenance, and then use a jump-page feature to link directly to the appropriate OEM's service ticket system. Red Connect also helps you deliver IT as a service, by accurately dividing and reporting service costs, so that they can be assigned to the appropriate sub-agencies.

Superior Flexibility

With Red River Support Services, you get direct access to best-in-class IT support and maintenance with unmatched convenience and superior flexibility. You choose the level of support that is right for you. You can reach our technical experts and engineers any time of day or night via phone, email or web portal. And, our flexible solutions are designed to grow with you as your organizational needs change.

A SINGLE POINT OF CARE

Red River Support Services can quickly become your single point of care for complete multi-vendor hardware and software service, support and warranty management. We work with you to design and deliver customized support solutions that streamline maintenance, consolidate multiple service contracts and warranties into one agreement and optimize performance of your IT assets regardless of the complexity of your IT landscape. Instead of juggling multiple contracts, varying renewal dates, differing service level agreements and support methodologies from an array of OEMs, you have one consolidated service agreement, just one invoice to pay and one primary point of care to manage and deliver all of your IT support services.

Red River

IT DECISIONS AREN'T BLACK AND WHITE. THINK RED.

Powerful Purchasing Vehicles

Red River holds a wide variety of contracting vehicles you can leverage to lower costs and streamline purchasing for a full range of IT products and services. We hold many agency-specific BPAs along with several Government Wide Acquisition Contracts (GWACs), including:

- NASA SEWP V
- NITAAC CIO-CS
- GSA Schedule 70

Red River is ISO 9001 Certified

ABOUT RED RIVER

Red River is a technology integrator committed to helping customers optimize business processes and maximize the value of technology investments. Widely regarded for our special focus on the U.S. government, Red River has developed a remarkable reputation for delivering technology solutions and services to military and civilian agencies and the companies that serve them. Our core values of hard work and honesty fuel our central mission to make IT personal.

Learn more at www.redriver.com.

LEARN MORE

For more information please call 800.769.3060 or visit www.redriver.com.

OUR TEAM

Red River employees are highly trained, efficient and ethical professionals taking pride, ownership and responsibility in all engagements with our customers and partners. Our team listens and understands your needs, and we match those needs to the best available IT solutions. By working in unison with our manufacturer, service and distribution partners, we deliver quality projects to our customers within time, scope and budget expectations.

A PROVEN APPROACH

Red River engages our customers using a proven four-phased approach: The ADIO Methodology (Assess, Design, Implement and Operate). We work with you to ASSESS your current IT and support infrastructure as well as understand your business challenges and mission-critical goals. Red River engineers then work directly with your technical staff to DESIGN appropriate solutions and services. We use your approved design document to IMPLEMENT custom solutions and services designed specifically to help you achieve your primary goals. Finally, we help you OPERATE effectively by providing the superior support services and customer care you need to succeed.

OUR PARTNER ECOSYSTEM

Red River has strong relationships with a long list of elite partners, ranging from hardware to services to software. Our partner ecosystem includes global IT leaders that respect Red River's track record of excellence and our core mission of making IT personal.

Red River