Simplified Support

Your First Call For Advanced Support

CAPABILITIES

- Toll Free 24x7x365 Technical Support
- Troubleshooting
- Hardware Maintenance and Replacement
- Comprehensive System Coverage
- Patches, Updates, Enhancements and Upgrades

KEY BENEFITS

- One Call to Solve Multiple OEM Problems
- Access Responsive, Customized Support from U.S.-Based Experts
- Rapid Resolution of Advanced IT Issues
- Extend the Life of Your IT Infrastructure
- Lower IT Maintenance Costs
- Flexible, Customized Contracts

Red River

Simplified Support provides the fast response and clear answers you need from the U.S.-based Red River technology experts you know and trust.

Your mission can't come to a screeching halt every time you encounter an IT issue – and who has the time or patience required to navigate the complex, anonymous support systems of many large OEMs? No one. That's why Red River created Simplified Support.

Simplified Support is a customized support service that delivers expert insight and fast resolution to all of your technology challenges. The service provides direct access to our highly-certified, U.S.-based IT experts who will reduce or eliminate hardware-related downtime through effective troubleshooting and facilitated component replacement.

YOUR FIRST CALL FOR IT MAINTENANCE

With Simplified Support, Red River becomes your first call for IT maintenance. Our certified IT experts are at your service whenever you need assistance. Instead of opening a service ticket with an OEM, speaking with an overseas help desk and hoping for resolution, Simplified Support customers get fast answers and personalized support from IT experts working in our New Hampshire-based Network Operations Center.

No more impersonal, anonymous email responses to case tickets or wondering when and if your issue will ever be resolved. Red River Simplified Support delivers high-touch, personalized support from our experienced engineers and security-cleared resources who are committed to resolving your IT issues fast. Customized plans based on your unique needs, IT infrastructure or Bill of Materials allow you to choose the equipment covered and services provided.

Red River's strategic partnerships let you bypass the tedious process of sending emails or opening "cases" and connect directly with the appropriate OEM engineers should you need additional support. Plus, RedConnect, our secure proprietary web-based service, further streamlines service contract administration and makes it easy to quickly check entitlements, POP, service levels and more online.

COMPLETE LIFECYCLE SUPPORT

Red River Simplified Support provides complete lifecycle support for all of your technology investments, helping you:

- **Resolve IT Issues Faster**: Our highly-certified, U.S.-based engineers provide expert guidance to quickly resolve hardware issues, facilitate replacement of critical components and expedite response times should an OEM need to be engaged.

- **Gain a Clear Understanding of Complex Challenges**: Red River Simplified Support is delivered by experts who take time to understand your issues and communicate responses in clear terms everyone can understand.

- **Mitigate Risk and Streamline Operations**: Red River's Simplified Support team proactively identifies and addresses IT issues and eliminates OEM support delays that can undermine forward business momentum.

- **Protect Technology Investments**: Customized plans cover the assets you choose and provide the level of support you need to protect your valuable technology investments.

- **Enable Compliance**: Security-cleared resources working from our U.S.-based Network Operations Center ensure compliance for federal agencies.

TECHNOLOGY 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 agencyspecific BPAs along with several Government Wide Acquisition Contracts (GWACs), including:

- AIR FORCE NETCENTS-2
- DHS First Source II
- GSA Schedule 70
- NASA SEWP V
- NAVY SEAPORT-E
- NITAAC CIO-CS
- SPAWAR COTS C2

About Red River

Red River brings together the ideal combination of talent, partners and products to disrupt the status quo in technology and drive success for business and government in ways previously unattainable. Red River serves organizations well beyond traditional technology integration, bringing more than 20 years of experience and mission-critical expertise in security, networking, analytics, collaboration, mobility and cloud solutions.

LEARN MORE

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

Follow us on Twitter: **@ThinkRed**

FULL LIFECYCLE APPROACH

Today's technology deployments are rarely plug and play. They typically involve multiple technology components and services from an array of OEMs and providers. Leverage Red River's engineering and consulting services as your trusted advisor to identify solutions for your mission and business challenges. Through our four service areas, we provide complete lifecycle IT management, from procurement to device management to data analytics.
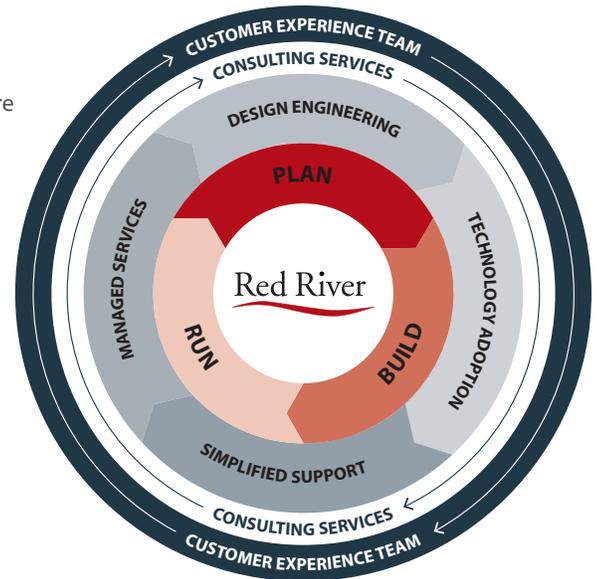
TRUST RED RIVER

Red River provides a wide array of capabilities and cutting-edge technology solutions designed to solve current challenges, optimize available assets and help you make meaningful IT investments that align with your top strategic goals. We offer services across the full spectrum of technology – from selling and integrating technology infrastructure to developing software and custom applications to lifecycle services and support. Our key solution areas include Cloud, Analytics and Mobility. We also provide Professional, Managed and Support Services to maximize your technology investments. And our certified experts have the extensive expertise required to take on your toughest challenges as we work to secure the future of your enterprise infrastructure while lowering costs, reducing complexity and maintaining compliance.

OUR TEAM

Red River employees are highly trained, efficient and ethical professionals taking pride, ownership and responsibility in all engagements with customers and partners. Our team listens and understands your needs, and we match those needs to the best available technology 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.

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 reimagining the possibilities of technology.

Red River