

Carousel Support Program

“Most businesses don’t have access to a team of contract specialists to proactively manage service contracts and monitor end-of-life or end-of-support hardware. Through Carousel’s Support Program, our experts manage and advise clients on their manufacturer hardware to deliver significant cost savings on contracts and support, in turn increasing operational efficiencies and budgeting capabilities.”

Mark Moretti, VP, Data Center and Security, Carousel Industries

A resilient IT infrastructure is necessary for employees and customers who depend on technology every day to achieve their goals. But with a complex IT environment to manage, IT leaders can find it challenging to address total asset lifecycle management, especially when they are grappling with limited support staff and end-of-life or contract expirations.

CUSTOMER BUSINESS CHALLENGES

- Annual support increases that vary from 5 percent to 25 percent
- Lack of staff specializing in managing contracts
- Budget challenges due to multiple renewals during various times of the year
- Missed renewals due to poor asset co-termination management
- Wasteful spending due to inaccurate listing of assets within environment

THE CAROUSEL OFFERING

Our Carousel Support Program packages are backed by a team of contract experts that help businesses with everything from asset analysis to financial program funding and multiple manufacturer contract co-termination. Through this program, business leaders gain a better understanding of the assets within their environment and realize significant cost savings, all while achieving better business continuity and operational efficiencies.

KEY BENEFITS

- Tap into Carousel’s deep expertise with co-terminating manufacturer contracts
- Dedicated focus on multi-year offerings to achieve significant savings
- Improved IT resilience, network uptime and intelligence capabilities
- Technical phone support and onsite engineering and operation software support and updates
- In-house financing program providing support funding at zero percent across all manufacturers
- Easy transition to Carousel managed services

FEATURED PARTNERS



BY THE NUMBERS

50+
Manufacturers Supported

350+
Engineers

30+
Years Supporting Clients

650+
Industry Certifications

LEARN MORE

Visit our website for more information:
carouselindustries.com/managed-services