

Möbius Partners

Manage Account • Asset Information • Software • User/Location • Request/Notification

Equipment

Contracts

Contracts

Search

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Name	Contract ID	Service Provider	Item Count	Termination
ASMPR001USE4549NAK	1035 DEMO 6321	Hewlett Packard	35	2/28/2010
ASMPR001USE4549NAM	1032 DEMO 8836	Hewlett Packard	57	2/28/2010
Network Equipment	1099 3996 1118	Hewlett Packard	4	7/31/2010
Proliant Servers	1011 1111 8888	Hewlett Packard	25	01/31/2010
Storage Equipment	1013 3333 5555	Hewlett Packard	25	01/31/2010
UNIX Servers	1089 2652 9999	Hewlett Packard	40	7/31/2010

Login and track all your support contracts from one location.

“Möbius Partners makes it easy.”

Finally, a way to track all your support contracts and technology assets through one automated system.

MP SupportLink is a flexible online system that makes it easy to manage all your hardware and software assets with the click of a mouse. Forget tedious, time-consuming searches through out-of-date spreadsheets and piles of paper every time you need information about a technology asset. With MP SupportLink, you can track all your hardware by serial numbers, plus manage all your IT vendor contracts, warranty expirations, software license management and transfers for decommissioned systems – all from one central location.

Financial Reporting

Another advantage of MP SupportLink is its ability to capture and maintain data to automate your company's financial reporting and budgeting. MP SupportLink can help you manage inventory, track depreciation, automate the budgeting process and help with forecasting. Users are able to run reports on equipment expiring in the year ahead and thus better budget for future support needs.

MP SupportLink is your 24-hour online data management portal.

Customer Case Study

Problem:

A fast-growing financial services company needed a way to centralize all of its service and support contracts.

Solution:

MP SupportLink provided an online, centralized location to track all contracts.

Today, this financial services leader now easily tracks hundreds of contracts, and has access to the system 24/7. Its IT engineers can go online anytime and quickly find a detailed view of their support contracts—they just type in the system name or inventory number and the information appears. “Very helpful when a system is down at 3 a.m.”

In addition, MP SupportLink helps track expiration dates so when contracts come up for renewal, they can be processed in a timely manner.

A Word About Support

Keeping your hardware contracts and prepaid support agreements in alignment is more than a good idea — it's good business. That's because support becomes extremely expensive to renew if your hardware goes off contract. MP SupportLink sends proactive alerts to allow you to plan renewals accordingly.

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Equipment Information

Edit Change Log Equipment Details Maintenance

 Serial Number	USM4450D7S
 Equipment Name	demo_u4
 Equipment Type	SERVER
 Manufacturer	HEWLETT PACKARD

REQUEST

Track order information, servers, workstations — anything with a serial number, from any location.

Customer Case Studies

Problem:

A large company with many locations across the U.S. had an issue with departmental disconnect. Server information was kept in separate spreadsheets at separate locations, without a central data sheet incorporating all of them. Its data centers, procurement department and engineers were simply not communicating with each other.

Solution:

With MP SupportLink, everyone started speaking the same language.

MP SupportLink provided a central location to track all of the company's servers, current configurations, IT vendor contracts, warranty expirations and software license management agreements. It proactively notifies the relevant people when equipment changes are made. For example, if you downgrade a server it will inform the the appropriate people to also downgrade the software and amend the service contract. All departments began working together because they now had a common database to share information.

Problem:

Efficient execution of service calls. A large chain of retail stores had a critical server go down and could not locate their service contract. The manufacturer reported that the contract called for next business day support, but the customer believed it was the same business day.

Solution:

MP SupportLink, which is available 24/7, provides all the critical information necessary to initiate a service engagement.

Frequently Asked Questions

Is MP SupportLink customizable?

Yes, We created MP SupportLink in response to our customers' requests, so we are flexible in creating a portal that fits a company's specific needs.

It's tough to budget the right amount for support, since I'm having trouble tracking which support contracts are set to expire. Can MP SupportLink help?

Yes. With MP SupportLink, your contracts are tracked online in one secure location. It also helps track expiration dates so when contracts come up for renewal, they can be processed in a timely manner.

Can MP SupportLink help me deal with equipment that breaks after hours?

With MP SupportLink, you'll be able to access the information you need (serial number, support agreement ID numbers, etc.) 24 hours a day.

Can MP SupportLink track what I own and where it is?

MP SupportLink can easily provide you with a snapshot of what's in your data center so that you can make accurate decisions on future IT initiatives. It can help track and keep inventory of any manufacturer. If your asset has a serial number, we can track it.

Pricing and Availability

MP SupportLink is available now! Pricing varies based on your unique environment. Call today for an online demo or visit www.mobiuspartners.com.