



BEACON AWARD WINNER

In 2015, the Sirius Maintenance Services team won the IBM Beacon Award in the category of Outstanding Technical Support Services. While based on all of the maintenance services Sirius provides, the key to this honor was the SMART asset management portal. In addition, SMART provides complete integration with IBM's Contracts On Line (COL) application, and was the first US IBM partner to achieve this level of integration.



SIRIUS MAINTENANCE AND RENEWAL TRACKING

Sirius Maintenance and Renewal Tracking (SMART) is a proprietary online asset management portal that allows you to track and manage your inventory and contracts online via secure login across multiple manufacturers – such as Cisco, EMC, HPE, IBM, NetApp and more. Once registered, you will be able to quickly review your hardware and software at the contract or serial number level. This provides a single view to all of your strategic IT infrastructure hardware and software support contracts. You have immediate access to expiration dates, service levels and warranty details.

The portal allows you access to:

- Search contracts by manufacturer contract type, serial number, line description and status
- Search assets by serial number, hardware model, machine, or contract number
- View asset details, including installation location, manufacturer and status
- Link directly to the maintenance provider to place service calls online
- Export information in .xls format



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SMART BENEFITS

- Simple, user-friendly navigation
- One-stop shop for all Sirius contracts
- Information at your fingertips with just a few clicks
- Stay up to date with important manufacturer updates, such as pricing changes or end of service announcements
- Dedicated team available for all your maintenance needs
- Ability to easily update and track additional contracts and asset information at client request
- Ability to link directly into manufacturer service website
- Navigate back to recent searches or a saved search with ease

Sirius Maintenance Services addresses problems such as:

- Equipment exiting warranty
- Paying maintenance on equipment that has been taken out of productive use
- Contractual coverage that doesn't match perceived coverage
- Missing the opportunity for the most cost-effective contracts to maintain installed equipment

Our Sirius Maintenance Services Solution provides a continuum of support services and paired with the SMART portal, Sirius meets organizations' specialized needs.

The screenshot displays the SIRIUS SMART web portal interface. At the top left is the SIRIUS SMART logo. A navigation bar includes links for HOME, CONTRACTS, ASSETS, CUSTOMER, HELP, SIGN OUT, and a FEEDBACK button. Below the navigation bar, the page title is "SIRIUS MAINTENANCE AND RENEWAL TRACKING" and a user greeting says "Hello, Monica Hernandez".

The main content area is divided into several sections:

- CONTRACT SEARCH:** Includes input fields for Contract Number (equals), Customer Name (equals), Customer PO (is like), Line Description (is like), Serial Number (is like), Item Number (is like), Line Identifier (is like), and Contract Type (equals). A "Search" button is located below these fields.
- ASSET SEARCH:** Includes input fields for Customer Name (equals), Serial Number (is like), Item Number (is like), Asset ID (is like), Description (is like), and Manufacturer (equals).
- SAVED SEARCHES:** A dropdown menu labeled "Select a search".
- RECENT SEARCHES:** A dropdown menu labeled "Select a search".
- ANNOUNCEMENTS:** A section titled "Warranty dates are estimated based from the date the asset was shipped from the North Pole." Below this, a date "10/2016" is shown, followed by a sub-heading "Cisco Announces Service Price Changes". The text states: "Cisco periodically reviews the pricing on our complete line of services. As a result, some service prices are being adjusted. Customers are encouraged to refer to the ordering tools, which have been or will be updated to account for these changes." Below this is the heading "Effective Dates" and the start of another paragraph: "All price changes in this announcement, including the section..."

Figure: View of SMART homepage.