

Critical Servers

Proposed Service

TBS IT has an additional insurance policy that provides customer service with a 4 to 8 hour SLA (Resolution Time) from the time the incident is reported. This insurance covers both the service and the spare parts needed for the repair.

In companies there are servers whose warranties have been discontinued by the manufacturer, however they are still in operation which have a high level of criticality.

Multi-Brand



Coverage



Additional Benefits

- Certified Engineering
- Service Desk service 7 days, 24 hours, 365 days at year
- Availability of critical and hard to get parts.
- Processes aligned with the best practices of the industry according to PMI and ITIL
- 1 Preventive maintenance
- Spare parts



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