

## 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

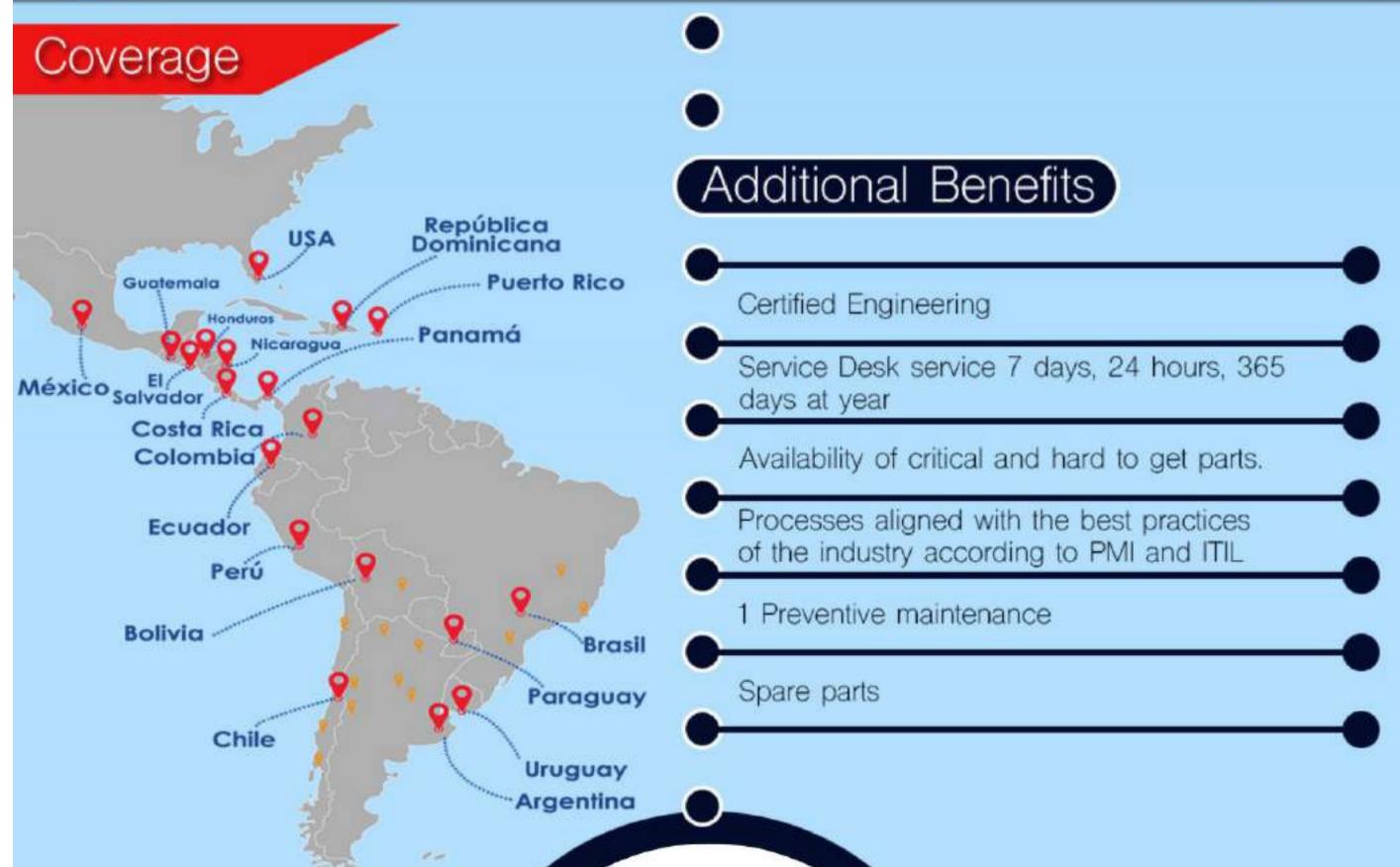














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