

# MISTRAL



The Mistral support contract offers made-to-measure services adapted to your information system and which includes strong commitments to resources and outcomes.

**Our modular format makes it possible to personalize the level of services in line with your budgetary objectives and availability.**

## A MADE-TO-MEASURE MAINTENANCE SERVICE, ADAPTED TO YOUR INFORMATION SYSTEM.

### **More simple**

Mistral is the single point of entry for your infrastructure support (hardware and software). All your support contracts are brought together into one single contract in order to facilitate their administration. You can manage your contracts directly with IB Remarketing or via HDE (Help Desk Expert) web tool.

### **More effective**

You homogenize the level of services for all your systems and reduce inconveniences. Our modular format makes it possible to personalize the level of services to suit you budgetary objectives and availability.

### **More economical**

You optimize your internal resources by reducing the number of your service suppliers. Thanks to mutualization, you reduce the overall cost of your support. Compare : the Mistral solution is well below the market cost.

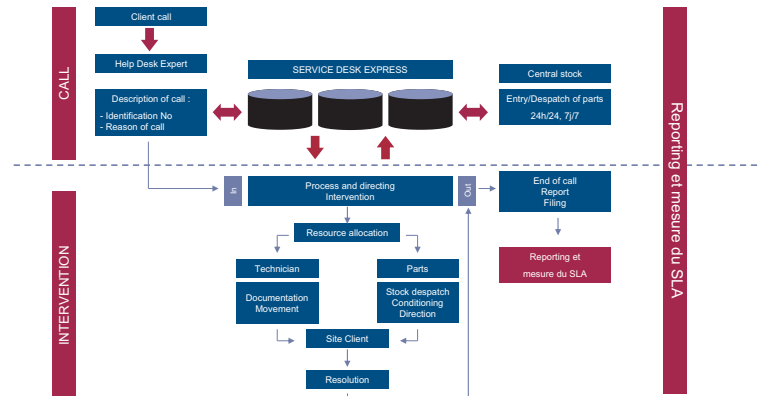
## OPERATION OF MISTRAL

Single office : 24h/24, 7j/7  
 Telephone : 01 48 19 90 30  
 Single email : support@ib-remarketing.eu  
 Secure web access management  
 All hardware and O/S supported  
 Management of interventions  
 Reporting on personalized line  
 Organisation ITIL compliant

## ABOUT MISTRAL

Administrative, technical and financial management of contracts  
 More than 3000 active maintenance actifs contracts  
 Specialist in HP/Sun/Alpha technologies

## Intervention procedure (ITIL method)



## MISTRAL SUPPORT SERVICES

Warranty extension	SLA Bronze	SLA Silver	SLA Gold
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### Choose your contract

- Monday/Friday - 9h/18h
- Monday/Saturday - 8h/20h
- 24h/24 - 7j/7

### Choose your intervention

- Return and replace (spare exchange)
- D + 1
- 4 hours
- 8 hours

### Do you require a guaranteed repair time limit ?

- GTR

option

option

option

### Services + included in Mistral

- Dedicated telephone number
- Access to website (follow-up of incidents)
- Charts
- Fitting of alarms
- Reporting "à la carte"
- Modification of the SLA
- Addition or subtraction of hardware
- Statistical tool
- Specific management of detached parts
- Default penalties

### Optional "à la carte" services

- Alert by SMS
- Specific penalties
- Accompaniment

### Choice of method of payment (payment in advance)

- Monthly
- Quartely
- Annual

