



## **TERiX GROWS SERVICE OFFERINGS INTO NETWORKS**

Adds Reactive and Pro-active Service Options for Cisco Customers -  
Supports End of Life (EOL) Niche for Increased Savings

SUNNYVALE, CA (January, 2010) – TERiX Computer Service has expanded its service and maintenance offerings to include networks with the launch of **TERiXNETWORK** today. The move follows a focus launch on high-end storage support (January 2009) and expands Data Center support with the “better service, better value” theme that has helped TERiX grow rapidly for over 13 years.

“Networks are the next logical step in our corporate strategy,” said Larry Quinn, TERiX Director, Sales-Marketing-Contracts. “Our clients and partners with server and storage contracts have been asking us to enter the network market for years. We see tremendous opportunity in network support for Fortune 500-size Data Centers as the market is currently under-served and at premium pricing,” Quinn stated.

TERiX support will offer traditional reactive onsite maintenance service for networking components like routers, switches and bridges, but will also offer a pro-active model that involves network operation center (NOC) monitoring. The pro-active uplift offering, called “T-NET”, is part of TERiX ProServe line of advanced data center services already offered on several storage and server technologies.

“**TERiXNETWORK** will give the Fortune 500-sized Data Center decision makers the competitive offerings to meet their specific site needs, and some strong end of service life Cisco SmartNet support replacement options”, stated Jim Olding, TERiX EVP and Managing Partner.

TERiX support solutions offer access to OEM-certified engineers for technical support, advanced diagnosis, triage, OEM parts, and onsite support with **TERiXNETWORK**, and the T-NET uplift for pro-active support provides for advanced hardware support services, network monitoring, and “golden image” configuration save and restore services to increase uptime and lower internal systems administration time in corporate network operations.

“We have flexible solutions tailored to any customer’s needs”, Olding said. “It’s how we do business at TERiX,” he said, adding that many Data Center customers were facing End Of Service Life (EOSL) issues and were simultaneously hit with budget reductions, and yet their network stability, support reliability and uptime expectations remain critical to their business and their customers.

### **T-Net Offers Custom Support for Cisco Network in Data Centers**

- 24 x 7 Network monitoring and support capabilities, nationwide
- OEM Certified engineers available for TAC support and onsite hardware maintenance
- Real-time troubleshooting and proactive notifications geared toward keeping critical infrastructure components running
- Flexible levels of customized services
- Single point of contact

- Simplified annual contract & billing for all equipment

TERiX**NETWORK** T-Net works on a variety of Cisco routers (ex: 500, 800, 7200, 7300, 7500, 7600 series) and switches (ex: Catalyst Express 500 & 520 Series, 3560 & 3750 E-series, 2350, 2940, 2950, 2955, 2960, 2975, 3550 & 3560 switches, Series 4500, 4900 & 6500 Ethernet switches).

Beyond monitoring and golden image restore, further benefits include:

- Alerts available to multiple devices/parties
- Engineering dispatch and onsite support
- Incident management
- Notifications, triage and diagnosis
- Reporting and Analytics
- Access to digital dashboard
- Auto-Open trouble tickets
- All parts and logistics included
- Reduced work time for customer system administrators
- Saves money over expensive OEM offerings

TERiX**NETWORK** launch will provide additional data center support service options to customers, partners and prospects that offer support in areas not available from other sources and at a value that allows more support expense to be dedicated by companies to their core business and customers.

### **About TERiX**

TERiX is the leading independent provider of flexible server, storage, network and operating system maintenance service offerings in the US and 48 countries. TERiX offers flexible plans that include 24/7 coverage with onsite engineering as well as customized plans to meet client needs. TERiX focus is on the data center client with complete solutions for Sun™ and StorageTek™ (NASDAQ: JAVA), IBM™ (NYSE: IBM), HP™ (NYSE: HPQ), Fujitsu™, Dell™, Supermicro™, EMC™ (NYSE: EMC), ADIC™, NetApp™ (NASDAQ: NTAP), Quantum™ (NYSE: QTM) and Cisco™ (NASDAQ: CSCO). TERiX provides service to organizations in the public sector, manufacturing, high-tech, aerospace, telecom, banking/finance and chemical/pharmaceutical sectors, with many of each industry's largest and most respected brands as current clients. TERiX is privately-held and headquartered in Sunnyvale, CA. For more information, visit us on the web at: [www.TERiX.com](http://www.TERiX.com)

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