



TERiX Continues to EXPAND Service Offerings on Storage Arrays

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TERiX Computer Service is expanding TERiXSTORAGE product line coverage – expanding its mission to deliver unmatched service options to its data center clients globally.

In addition to existing support service on HP, Sun, IBM, EMC and NetApp storage arrays, TERiX has expanded support offerings for:

IBM XIV 3PAR	Hitachi Data Systems AMS, 95xx, 99xx, USP, USPV and VSP Data Domain	EMC VNX, VMAX, Isilon and Centera
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Similar to the support TERiX provides on enterprise servers and networking equipment, TERiX continues to make the right investments to support its customers. TERiX requires its Level 2 and Level 3 engineers to have OEM certifications and has made significant financial investments in training, spares and parts stock. When combined with its global logistics model, TERiX ensures customers receive industry leading support for their storage products. For many products lines, service includes “call home” into the TERiX Response Centers for the storage arrays, and FE’s and parts arriving within 2hrs or 4hrs depending on agreed upon SLA selected.

“Our experience tells us many data center customers want to lower the number of service providers supporting their IT infrastructure”, stated Bernd Appleby, TERiX CEO. “Having one high quality maintainer versus calling many different OEM’s provides our customer an ease of business, as well as high SLA achievement, faster response times, familiar processes, all while saving IT budget spend. For our largest clients where we provide service in the US and across the globe 7x24x365, consistent international service quality is key”, Appleby added.

To find out more - call TERiX or TERiX Partner representative today toll-free at 888-848-3749.

About TERiX Computer Service

TERiX is a global independent hardware support company providing flexible multivendor service on over 30 OEM brands of server, storage and network products. These include platforms from IBM®, Cisco®, HP®, Dell®, Oracle®, HDS®, EMC®, and NetApp® among others. TERiX customers include 50 of the global Fortune 500, 30+ major telecommunication companies, 20+ major finance/banking firms, more than a dozen healthcare and pharmaceutical giants, and 20+ Federal Agencies. TERiX provides a customer-focused support experience with strong service metric attainment, and as a hardware-agnostic service provider, acts as a trusted advisor to clients and partners worldwide. For more information, visit us on the web at: www.terix.com or on LinkedIn at www.linkedin.com/company/terix-computer-service.

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