



## TERiX International Expands Service Offerings

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TERiX International (TERiX), a global leader in providing independent multi-vendor hardware maintenance and service solutions, announces expansion of its TERiX footprint and new technical capabilities following a stellar year-end financial report.

TERiX expanded its service offerings and added support services for equipment from OEMs it had not previously supported. In 2018, TERiX added support services for Kontron, Dot Hill, Aten, Advantech, Nortel, Extreme Networks, 3 Com, said Vice President Major Deepak Joshi (Retd.), who continued “Customer acceptance for our new support services has helped drive 20% year over year revenue growth and 2019 will grow at least 25% over 2018 revenues”.

TERiX strong growth reflects the growing worldwide acceptance of independent multi-vendor hardware service providers that reduce cost and increase customers’ service flexibility as confirmed by industry analysts Gartner, IDC, Forrester and others. Further, as TERiX provides an OEM-like technical service experience, customers have more hardware support options than ever. Its worldwide reach provides customers with “one-stop shopping” for multi-vendor independent service requirements.

TERiX reach is expanding beyond its traditional markets in North America, Asia and Europe, added Major Deepak Joshi. “Our ‘Better Service - Better Value’ commitment has landed new clients in the Caribbean and South America, and we expect to close certain opportunities in select African markets in 2019.”

Nitin Joshi, Associate Director of Operations helps to explain TERiX success. “Clients tell us our technical skills, parts availability and first-time-fix set us apart.”

The CIO of a global business services provider said “We were very cautious leaving OEM support for our critical business systems, but TERiX hardware service was superb and now we will expand our partnership with TERiX internationally.”

The data center manager of an international bank remarked “OEM support no longer met our business requirements - it was too costly, inflexible and the service was only average. Although we paid for the most expensive service offering available, at times the OEM merely sent us replacement parts which we had to install ourselves. We worked extensively with TERiX to customize a service offering that met our support needs and reduced our budget. That’s true partnership.”

“TERiX technical staff is top-notch, especially on our EMC storage devices. We have complete confidence in TERiX support”, says a telecommunications company IT manager. “TERiX engineers arrive on time with parts and diagnosis in hand. We can’t ask for more.”

A pharmaceutical client who chose TERiX to support their HP Superdome servers remarked “Based on TERiX’ technical reputation, we were confident in their technical abilities and, better yet, we reduced Superdome support costs by 54%”.

## About TERiX International

TERiX International is a worldwide supplier of independent multi-vendor datacenter hardware support services founded in 1997. Focused on customized hardware service solutions and delivering OEM level hardware support capabilities, TERiX provides cost savings and business flexibility to fit your needs.

Services include annual maintenance and time and materials contracts, datacenter moves, four walls datacenter maintenance agreements, dedicated staffing solutions and other services designed to support your business, save you money and let you control your service needs.

TERiX supports datacenter equipment from all major OEMs, including IBM, EMC, Cisco, Huawei, HPE, Oracle/Sun, Dell, Hitachi, Network Appliance and 42 others. Supported industries include financial, pharmaceutical, telecommunications, government, retail and manufacturing, among others.

For more information visit [www.terix.com](http://www.terix.com)