

# Multi-Vendor Support

## RELIABLE IT SUPPORT FOR FEDERAL AGENCIES

*Experienced, Trusted, Cleared.*

Extend the life of your agency's technology well beyond OEM suggestions. SDV Solutions offers one of the most highly trained Government IT service teams in the industry with maximum level of clearances, ready to support all of your systems at home and abroad. Enlist our team to manage and support your data-center servers, storage and networking equipment.

[#WeKnowFederal](#)

## PROVEN PERFORMANCE

*Quality performance on top  
Government contracts.*

DHS facilities, prime contractors and DoD agencies rely on SDV Solutions to support their most critical and sensitive IT hardware infrastructures, extending operational status at a reduced expense. As the only Certified SDVOSB Company in the nation that maintains the highest certifications from CompTIA, you can fully depend on our experienced and cleared technicians for your IT support and protection worldwide.

[#GlobalFootPrint](#)

## MAINTENANCE LEVELS

*Tailored to work how you work.*

From business-hours Helpdesk access to in-person Mission Critical support within four hours, SDV has a service option to best fit your agency requirements through Support Centers available internationally.

**PLATINUM** Helpdesk Support 24/7 | On-Site Support within 4 hours

**GOLD** Helpdesk Support 24/7 | On-Site Support Next Business Day

**SILVER** Helpdesk Support Monday-Friday 8AM - 5PM | On-Site Support Next Business Day

All service levels are all-inclusive of parts and labor and are supported by expedited parts delivery. Advance sparing is also available.

[#ThirdPartyMaintenance](#)

### EXTENDED WARRANTIES

Advance your agency's OEM equipment well beyond the existing warranty and artificial EOSL (End of Service Life) attached to any device, saving you time and money.



### CONSOLIDATED MAINTENANCE AGREEMENTS

Customize your Period of Performance requirements for all devices. We allow you the freedom to consolidate multiple-warranty contracts and bring all devices to the same end date, cutting costs and synchronizing the lifecycles of your IT system components. Plus, you can add or delete units throughout the life of a contract to ensure your support aligns with your expectations.



### Rely on SDV Solutions for Cleared Personnel Deployed to Your Site Immediately

Designed and battle-tested for Federal agencies, SDV Solutions is one of the preeminent Government-focused extended warranty service providers. Our team has both industry and OEM certifications, making them efficient, accurate and trustworthy for supporting DoD and Government IT worldwide. With rapid response times and skillful problem solving, SDV will extend and protect the life of your technology, consistently on time, on target and on task.



Watch Our Capabilities Video

[Learn More](#)

You can access SDV Solutions' services through the following contract vehicles



First Source II



NASA SWEP V



ITES-3H



NETCENTS II



NIH CIO-CS



GSA CONTRACT

Multi-vendor expertise, simplicity of one service provider



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A Service-Disabled Veteran-Owned Small Business

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