

ON DEMAND PLUS



On DemandPlus is White-Glove IT Service

Today, businesses need more skilled technicians to support more locations, deploy more infrastructure and service more applications and devices at the digital edge than ever before. As internal IT teams evolve, the demand for on-site IT work continues to increase. In fact, service requests at the digital edge continue to rise.

For the IT team that's looking for streamlined and dedicated help, Black Box has the answer. Introducing **On DemandPlus** white-glove IT services for your on-site IT needs. With On DemandPlus, you are always our first priority.

On DemandPlus includes:

- **Tailored Services.** We take the guesswork out of IT services. We work with you to develop a list of services just for your business and the locations where you need support.
- **Designated Delivery Team.** You'll have a dedicated team to support your IT projects. This gives you a single point of contact and a familiar team that is driven by service level objectives.
- **Nationwide Service.** We have thousands of certified technicians and engineers ready to help with your technology needs.
- **Simplified Rates.** You'll get standardized rates and terms for your service requests and projects so you'll know the costs up front.
- **Service Level Agreement.** With SLAs built into the contract, you'll have clear and measurable outcomes.
- **Automated Reporting.** With portal access, we enable full transparency through regular status updates.

Need help getting started? Here's a sample of some of the services we provide our customers:

Physical site surveys, equipment inventories, device installations/relocations, repairs to IT equipment, configuration changes, resetting passwords, adding new users, or installing/moving cables.





Black Box's On DemandPlus Service Can Help You:



Schedule IT tasks with local on-site resources



Control costs with guaranteed rates



Meet deadlines with guaranteed service times



Manage projects with efficiency and ease

Why On DemandPlus?

On DemandPlus helps you simplify and streamline the IT services necessary for projects like business remodels and new branch locations, or reoccurring service requests like new hire support and technology installations. With Black Box supporting your IT team on-site, you can complete more projects and service requests on time and on budget.



Why Black Box?

Black Box is the trusted managed service provider who can deliver IT on location—when and where you need it. We have the skills and expertise in the locations where you need support. Our Service Desk responds to tickets 24 hours a day, 7 days a week using ITIL processes to manage your service requests effortlessly. And our online portal provides transparency every step of the way. When you need one team to manage it all, turn to **Black Box**.

Get Started Today

Ready for **On DemandPlus**? Contact us at **855-324-9909** or contact@blackbox.com. We'll work with you to define the services, locations, and the service level objectives you need to reduce costs and complete more projects at scale.

