

Spare Parts Management Service Program



Basic Description

Spares as a Service...A comprehensive and custom parts management service, designed collaboratively to meet SLA requirements and minimize overall hardware management costs. Utilizes services including repair, warehousing, logistics, online fulfillment and inventory management.

Typical Service Level / Turnaround

Totally customized based on customer SLA, starting at 2-4 hour delivery.

Ordering / Fulfillment Options

Totally customized with 24x7 portal and dedicated program support personnel M-F CST business hours.

Expedite

Totally customized, starting at 2-4 hour delivery.

Standard Warranty

Totally customized, starting at 1 year

Guarantee / Risk Notes

Tempest assumes responsibility for overall performance to SLA's.

Unrepairable Units

Unrepairable units, which are not EOL, will be replaced.

Support Life / Term

Terms are negotiable

Pricing Notes

SPM pricing is developed collaboratively, based on the unique requirements of each customer. Installed base, spares inventory (qty, part number), SLA and term length are minimum requirements to develop a basic proposal

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