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RapidCare™

The fastest answer for system uptime.

We all know it's pretty rare, and sometimes we even like to pretend it couldn't happen. But once we experience a single case of equipment failure, we all learn quickly that we have to take every step necessary to be prepared for that emergency. So what happens for you in the rare case of product failure? If you have RapidCare™ from CXtec, you're covered.

How does CXtec put your worries to rest? With RapidCare, you get next business day advance hardware replacement for your technology. It's simply the fastest, most reliable option to guarantee your hardware is back up and running in a flash. And if speed and reliability alone aren't enough, RapidCare can also help you save money. Using RapidCare typically costs as much as 50% less than OEM sponsored maintenance programs, making it the smart financial choice as well.

Sure, CXtec's equal2new® program makes it easy and affordable to keep spares on-site, but for those situations where spares simply aren't an option RapidCare has you covered. Your hardware is readily deployable to any location you need it overnight. So don't go on worrying – CXtec and RapidCare are ready and waiting! ;-)

cxtec®

RapidCare™ is there next business day.

Features	Advantages
Guaranteed advance hardware replacement	A simple phone call to our dedicated 800 number and a replacement product is dispatched to your location for guaranteed arrival the next business day.
CXtec inventory management	No inventory space is needed for spares, and replacements can be scheduled on your terms, when you need them, so maintenance is performed with absolute minimal business impact.
Centralized warranty depot	We rapidly ship to anywhere you need from our ESD-protected testing facility giving you more time to deal with other business-driving projects.
Free shipping on both inbound and outbound product	There are no hidden fees or surprise budget implications with RapidCare. The annual fee covers all costs so there are no surprises.
Cost savings over manufacturer maintenance programs	Lower total cost of ownership enables you to put your entire network on maintenance at a fraction of the typical costs for putting only the core of your network on a traditional OEM maintenance contract.
Supports end-of-life products	With RapidCare you get maintenance on products that have been deemed end-of-life by the manufacturer, thereby allowing you to choose when and how to upgrade your technology infrastructure. Once again proving that Technology @ Your Pace® is always the best solution.
Multi-vendor maintenance options	CXtec is the one-stop shop for your maintenance coverage - RapidCare covers all the brands you trust, including Cisco®, Nortel™, 3Com®, HP® and many more.
8x5 access to engineers for support	If a problem arises you simply call one of our manufacturer-certified technical support engineers to help with troubleshooting and to answer questions quickly and accurately.



Core offerings:

- > Switches
- > Routers
- > VoIP
- > Phones
- > Wireless
- > Security
- > Patch Panels
- > Cabling



GSA GS-35F-0315N

Bottom line.

At CXtec, we're committed to maximizing value for our customers through needs-based customized solutions. Our wide range of products and services, combined with a variety of flexible financing options, can help customers achieve their business objectives without blowing their budgets. No matter which solution fits their individualized needs, they all come standard with the exceptional customer service and technical support for which we're famous.



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