

# Products and Services

The National Association of System Administrators, Inc. (NASA, Inc.) has been offering reliable, cost-effective system maintenance since CEO John Blanchard founded the company in 1994. NASA provides support services for IBM, Sun® Systems, Compaq/DEC®, HP, Dell, StorageTek, EMC product and all associated peripherals.



NASA's standard maintenance contracts include the following services:

- Operating system support for IBM AIX®, OS/400®, Sun® Solaris™, HP-UX™ and Linux™
- NASAWatch™, a real time system monitoring tool that continuously reports on the operational state of customers' systems to maximize system availability
- Initial call live transfer to technical support personnel 24x7
- Customer-defined service level agreements (SLAs)
- Web-based call submission and tracking via NASACONnect
- Automatic call escalation
- Patch management
- Support for OEM (original equipment manufacturer) unsupported equipment
- System audits for hardware, operating system software and micro-code levels
- Equipment relocation
- Disaster recovery testing
- Error-free billing
- Computerized call tracking of service requests
- Proactive notification of patches and fixes
- Continually evaluated and updated spare parts stocking on-site, with additional parts stored at local or regional depots

Clients can access NASA's Customer Call Center 24 hours a day, seven days a week at the toll-free number, (800) 724-9692. A client who is not connected to a customer service engineer immediately will receive a telephone call from one within 15 minutes. Customers can also use NASA's web-based customer portal, NASACONnect™, to request service. A customer service engineer will telephone the customer within 15 minutes after the request is submitted.

NASA also has two private airplanes and pilots available to take NASA's team of technical specialists and field service engineers on-site in the event of a serious service disruption.

NASA is headquartered in Crystal Lake, Illinois, and has technical specialists located in the following cities:

Anaheim, CA

Atlanta, GA

Austin, TX

Charleston, WV

Chicago, IL

Cleveland, OH

Dallas, TX

Denver, CO

Detroit, MI

Dubuque, IA

Green Bay, WI

Indianapolis, IN

Kansas City, KS

Las Vegas, NV

Little Rock, AR

Madison, WI

Minneapolis, MN

New York, NY

Pensacola, FL

Phoenix, AZ

Pittsburgh, PA

San Francisco, CA

Seattle, WA

St. Louis, MO



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