



COVENCO

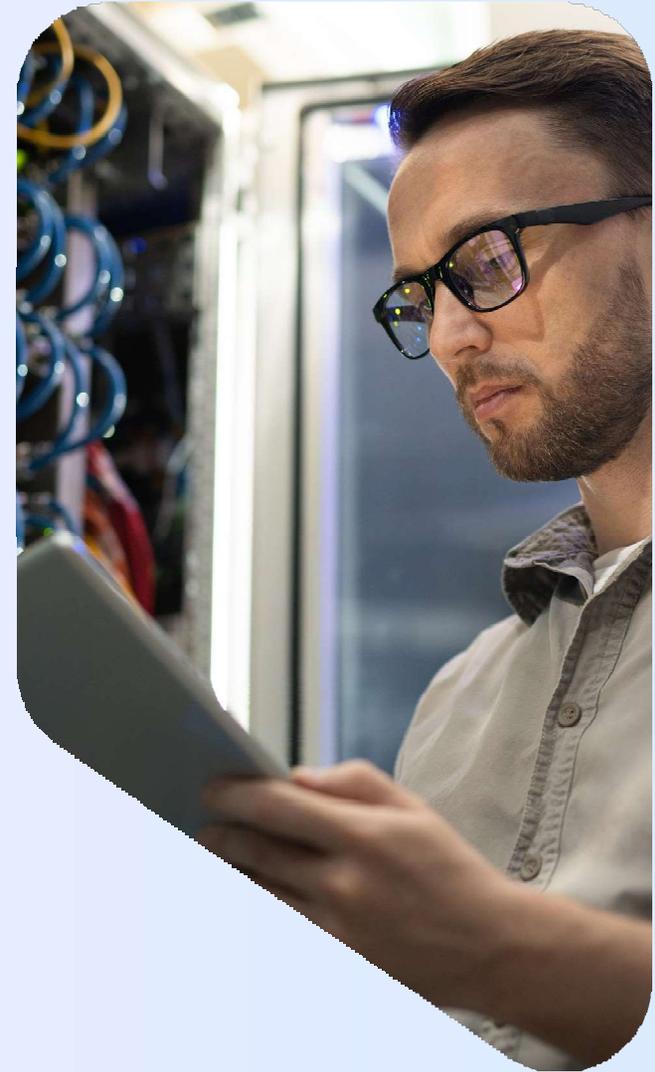
Leader in IT Maintenance since 1978

Products and Services Presentation

Our Company

Company specialized in **TPM (Third Party Maintenance)** with more than 45 years of experience in the industry, with presence throughout Latin America. **Specialists in multi-brand IT support and maintenance services, sales and leasing of new and refurbished hardware**, with delivery times and unbeatable prices compared to brands, generating significant savings.

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Benefits of TPM

Learn the key points of working with an **independent** provider

Cost Savings

Reduce maintenance costs in your Datacenter by up to **40%**

A TPM offers real and considerable savings, freeing up resources to reinvest in more innovative projects.

Flexible Contracts

Forget about rigid contracts that force you to buy new equipment.

With a **TPM**, you'll enjoy completely flexible agreements, designed specifically to suit your needs.



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Benefits of TPM

Learn the key points of working with an **independent** provider

Engineers

Certified professionals across all brands capable of handling all incidents that arise in their equipment.

Ensuring comprehensive solutions for every area of your technological infrastructure..

Fast SLA

TPM stand out for their ability to respond and resolve problems quickly, thus minimizing downtime and keeping your business always active.

They also provide personalized support with direct attention.



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IT Maintenance

Our proactive approach ensures your systems operate at peak efficiency, reducing downtime and improving overall performance. We offer comprehensive technical support, from diagnostics and repairs to upgrades and preventative hardware and software management.

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Lenovo



IBM



HUAWEI



NetApp

ORACLE

DELL EMC

HITACHI

Hitachi Data Systems



Multibrand

We have technicians specialized in each of these platforms, which allows us to offer high-quality, fast and efficient technical support, thus guaranteeing the continuity and optimal functioning of your IT operations. Our extensive coverage and in-depth knowledge of different technologies positions us as leaders in the IT services market in Latin America.

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Lenovo



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We perform regular inspections and scheduled maintenance to prevent failures before

IT Maintenance **Covenco**

Our **IT Maintenance** axes for your Datacenter

Preventive

We perform **regular inspections and scheduled maintenance** to prevent failures before they occur, keeping your equipment in optimal operating condition.

Proactive

We anticipate future problems through **predictive analytics and risk assessments**, recommending improvements and optimizations that extend the life of your equipment and improve its performance.

Corrective

Our technical team responds quickly to any failure, providing **effective repairs** both on site and remotely to ensure a quick recovery of your operations.



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Monitoring

Tools with AI prediction→

We provide active monitoring and remote management for hybrid platforms, ensuring optimal performance of your IT infrastructure.

Our comprehensive solution includes active monitoring of equipment status, real-time analysis and proactive response to potential failures. This approach prevents outages and keeps your systems running smoothly, reducing downtime and optimizing your business productivity.

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Our Warehouses

Know the locations →

Chile

USA

Argentina

Colombia

Perú

Panamá

México

With a strategic **network of warehouses and logistics** in several countries, we guarantee comprehensive coverage throughout Latin America.

Our Multi-Brand IT Support is strengthened with the **Immediate availability of spare parts**, ensuring quick and efficient responses to any maintenance need.



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Sale and Lease

Servers - Storages - Network equipment - IT components

- They include all professional installation services, commissioning and infrastructure optimization.
- The best price/quality mix for refurbished and new equipment.
- Record time delivery times.
- Guaranteed hardware with 24x7x365 support.
- Rental option with monitoring.
- Lease contracts are flexible, you can extend the terms and even request specific changes to according to your needs.



DC Relocation

Specialized transfers of equipment and IT Infrastructure

- Support in Sanity boot of servers/equipment.
- Support in shutdown of servers/equipment.
- Extraction, packaging and loading from server to transport.
- Server transfer, unloading and unpacking.
- Positioning and energizing the server in the destination rack.
- Support in turning on the server and verifying the correct status of parts and access to the OS.
- Support in connectivity verification, access to filesystems, execution of application services.
- Ad hoc means of transport (Closed truck exclusive use with hydraulic lifting, packaging of equipment with bubble and plastic film, special equipment for the transfer of equipment from origin and destination).
- Insurance.
- Personnel with experience in handling delicate and large volume and weight equipment.



ITAD

Disposal and Recycling of IT assets

- Management of disassembly and/or removal from customer racks or warehouses.
- Removal of equipment and transfer to recycling plant.
- Final disposition of the components Issuance of a final report detailing the recycled equipment.
- Generation of photographic evidence of recycled equipment

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IT Infrastructure Administration

IT Infrastructure and Networking Administration and Operation

OS level servers (UNIX Power, AS400, Windows, Linux):

patches, vulnerabilities, configurations, AD administrations, DHCP, DNS, version upgrade, Capacity Planning.

Multi-brand storage:

Luns, firmware installation, ISCSI networks, snapshots, replication, virtualization. Networking: firewalls, switches, routers, access points. Consulting, Assessment and Database Services.



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Virtualization

Administration and Operation of Virtualization and hybrid environments

- Design and architecture of virtualized systems.
- Virtualization Administration (VMware, KVM, Hyper-v).
- Virtualization Assessment (VMware, KVM, Hyper-v).
- Cybersecurity components and vulnerability management.

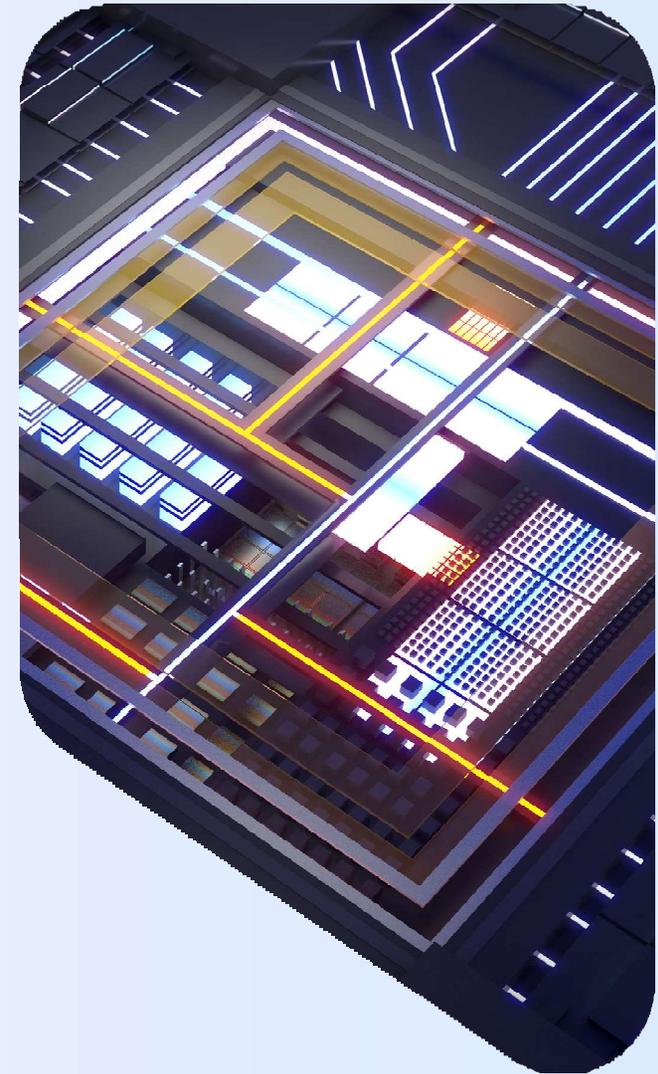


BCP-DRP

Business continuity services to ensure uninterrupted operation in the face of crisis or disaster situations

- BCP (Business Continuity Plan) and DRP (Disaster Recovery Plan)
- Backup Services (TSM-Spectrumprotect, Veeam Backup, Veritas)
- Backup Management:
- Replication Services (storages, Veeam Backup, vSphere)
- Disaster Recovery Services (SRM, storage, creation of DRP plans)

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Cloud - IAAS

Cloud de Power (IaaS):

We offer an infrastructure as a service (IaaS) service based on Power technology, with LPAR on demand deployment through a virtual HMC.

Main features:

Flexible scalability: LPAR from 0.5 CPU and 1 GB of RAM, adapting to your specific requirements.

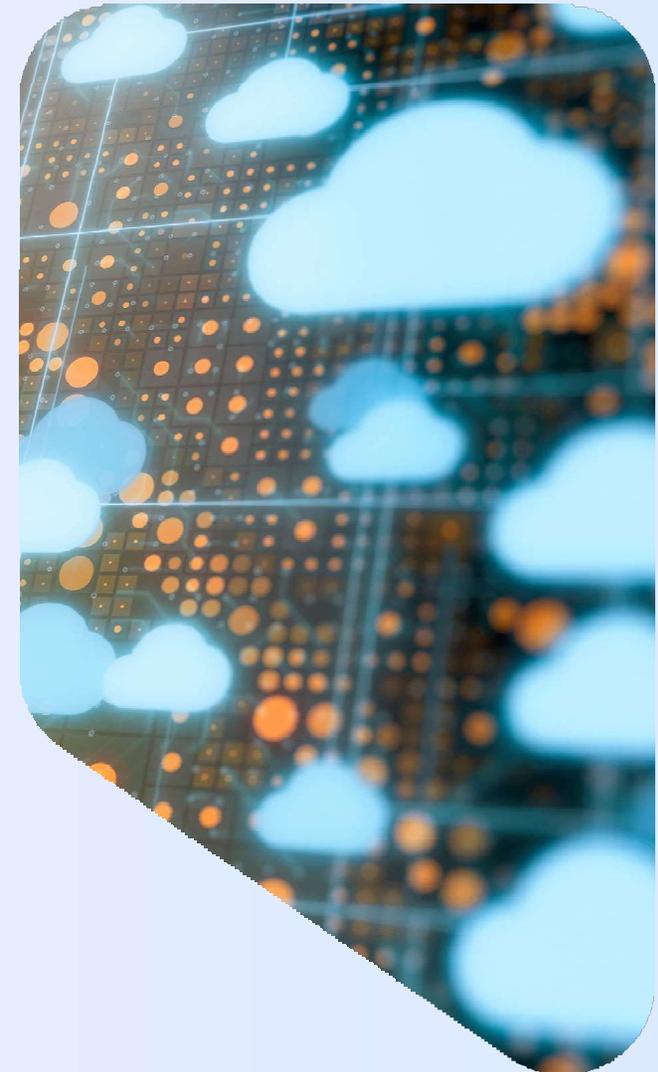
Multiple operating system support: Deploy Lpar with AS400, AIX, Power Linux (SUSE, RedHat, Debian) according to your needs.

Security and privacy: Isolated users in HCM and isolated user management in HCM, ensuring that each user only sees their own LPAR.

Secure Connectivity: S2S VPN or SSL VPN options to ensure client connection security.

Cybersecurity: Implementation of cybersecurity components to protect your cloud infrastructure.

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Cloud Management

Cloud platform management

Comprehensive cloud platform management services, including AWS, Azure, GCP and IBM Cloud, along with expertise in Kubernetes, AKS and the implementation of specialized cybersecurity components.

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Some Clients



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Leader in TPM for all of Latin America since 1978



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