




Data Networks International consolidates the best in class maintenance programs of our numerous partners, and gives clients access through the convenience and efficiency of a single point of contact.

Our on-line suite of software tools save time and money in the processes of procuring, managing, tracking, and utilizing these “Best in Class” multi-vendor IT services.

Here’s how it works:

Equipment information is loaded into the Data Networks International web site where it is accessible through a secure user name (s) and password (s). Data Networks International imports this data for you.



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ENTER PART NUMBER

973-383-3282 **Now IT fits your budget!**

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SURENET CUSTOMER PORTAL

Please Login:

Email	<input type="text"/>
Password	<input type="password"/>
<div>Submit</div> <div>Reset</div>	



Once logged into the system, end-users, technical support staff, or IT administrators can easily access all equipment, and location information through a variety of search fields, including city, address, serial number, service level, and contract number.



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Welcome - October 22, 2014 10:07 am

Tools
[Service Call Report](#)
[Contract Center](#)
[Add Asset](#)
[Request a Quote](#)
[Logout](#)
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Search:

Location:
 Amsterdam - 123 Main St.
 Buffalo - 123 Main St.
 Chicago - 1 S. Michigan Ave
 Chicago - 4900 Sears Tower

Service Level:
 24x7x4 Onsite
 24x7x4 AR- Advanced Replacement
 8x5x4
 9x5xNBD Onsite

Contract #: DATA
Serial #: PRINT
 TIER 1

or

Company info:
Data Networks International Demo
 3 Park Lake Road
 Sparta, NJ 07871

Account Manager
 Jennifer Choo
 973-383-3282 ext. 1
jchoo@dni-llc.com

Results: 1 - 4 of 4 Page 1 of 1

Request	Supplies	Location	State	Contact	Contract #	Serial Number	Service Level	Mfg	Model	Details	Term	Unit Price	Tech Support
Request	Place Service Call	Chicago - 1 S. Michigan Ave	IL	John Doe	PRINT	123456	9x5xNBD	Lexmark	Optra1550		01/01/19-12/31/20	\$500.00	888-888-8888
Request	Place Service Call	Chicago - 1 S. Michigan Ave	IL	John Doe	PRINT	123457	9x5xNBD	Lexmark	Optra1550		01/01/19-12/31/20	\$500.00	888-888-8888
Request	Place Service Call	Jackson - 123 Main St.	MI		PRINT	123458	9x5xNBD	Xerox	8860		09/01/19-08/31/20	\$100.00	888-888-8888
Request	Place Service Call	St. Louis - 123 Main St.	MO		PRINT	123459	9x5xNBD	Xerox	8860		09/01/19-08/31/20	\$150.00	888-888-8888

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Here, service calls can be placed by choosing the device by serial number, clicking on the red “Place Service Call” letters. If you need other questions answered, click on the link to your Data Networks International account manager, or give us a call.



Once the device in need of repair is chosen, type in a brief description of the problem, along with contact information for the technician, and your service request is directly and immediately sent to the service help desk.



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Tools	
Service Call Report	
Contract Center	
Add Asset	
Request a Quote	
Logout	
Home	
Change Password	

Shipping Information:	
Company Name:	Data Networks International Demo
Location Address:	1 S. Michigan Ave
City, State & Zip Code:	Chicago, IL
Site Contact Name:	<input type="text"/>
Site Contact Phone Number:	<input type="text"/>
Site Contact Email:	<input type="text"/>

Equipment Information:	
Serial Number:	123456
Manufacturer:	Lexmark
Model Number:	Optra1550
Description of Problem:	<input type="text"/>

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Data Networks International then records your service request in the portal to confirmation call placement date, time and work order data.

You will always have an electronic record of the call placement.

The help desk and/or technician will call you back directly. Callback is within one hour of call placement for 24c7c4 hour contracts.



Our software tools also give you the ability to customize service call history reports, and email or export to CSV.



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Tools

[Service Call Report](#)

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From

To

Notes

Available Fields

Contract #
Serial #
Model #
Client
Description
Status
Location
Service Level
Date
Met SLA

► Add All ►

→ Add →

← Remove ←

◀ Remove All ◀

Sort list

Selected Fields

Item Up

Item Down

☐ HTML email ☐ Plain email

EmailReset

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You can manage assets *not on contract* with Data Networks International through the Asset Tracking Tool. Data Networks International helps you manage your IT devices, whatever they are, wherever they are.



Welcome - October 22, 2014 10:09 am

Tools	Add Detail:
Service Call Report	
Contract Center	
Add Asset	This feature enables you to add any corporate asset to the portal free of charge.
Request a Quote	Track assets by location, manufacturer, model, and serial number.
Logout	Simply attach an Excel document with this data and our customer team will load the data for you.
Home	Name: <input type="text"/>
Change Password	Company name: <input type="text"/>
	Email: <input type="text"/>
	Phone number: <input type="text"/>
	Attach Document: <input type="button" value="Browse..."/> No file selected.
	<input type="button" value="Submit"/>

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More of the Data Networks International web features can be accessed at www.dni-llc.com including an interactive asset tracker demo. For more information, please give us a call, 973-383-3282, or dial into our Request-A-Quote web feature.

IT Hardware Maintenance & Asset Tracking