



RDT Solutions consolidates the best in class maintenance programs from 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 portal software where it is accessible through a secure user name (s) and password (s). RDT Solutions imports this data for you.

<https://rdtsolutions.com/third-party-support/>



- A single portal to manage all contracts
- Service call and online ticketing
- Service contract consolidation
- Online warranty and asset information
- Simple management of active contracts
- Track assets that we are not currently supporting
- Budget management

Please Login:	
Email	<input type="text"/>
Password	<input type="password"/>
	<input type="button" value="SUBMIT"/> <input type="button" value="Reset"/>
Forgot your password? Click here.	

Global IT Hardware Maintenance & Asset Tracking



Once logged in, the portal brings you to the ‘Contract Center’ by default. Here, end-users, technical support staff, or IT administrators can easily access all equipment information through a variety of search fields including location, serial number, model number, service level, and contract number.

Tools

- Dashboard
- Contract Center**
- Service Call Report
- Search Term Dates
- Request a Quote
- Change Password
- Logout

Search:

Location: Amsterdam - Prinsengracht 267
Chicago - 1060 W Addison St
Chicago - 233 S Wacker Dr
Dallas - 646 Main St

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

Contract #: 3PM BARC
3PM Data
3PM Print
OEM - Cisco

Serial #: 123557
123558
123559
123560

Model #: 140X4
8860
Afficio
BIG IP 6400

or or

Reset Search

Company info:

Demo Customer
760 N. Ogden Ave
Suite 2000
Chicago, IL 60642

Account Manager
John Doe
O: 555-555-5555
M: 555-555-5550
demo@abccompany.com

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Request Supplies	Place Service Call	Location	State	Contract #	Serial Number	Service Level	Mfg	Model	Details	Start Date	End Date	Unit Price	Tech Support
		Dallas - 646 Main St	TX	3PM Data	123510	24x7x4 AR	Cisco	Catalyst	<input type="text"/> OK	03/16/16	03/15/17	\$250.00	888-888-8888
		Chicago - 1060 W Addison St	IL	3PM Data	123513	NBD AR	Cisco	VOIP		03/16/16	03/15/17	\$150.00	888-888-8888
		Dallas - 646 Main St	TX	3PM Data	123516	9x5x4	Dell	PowerEdge		03/16/16	03/15/17	\$200.00	888-888-8888
		Dallas - 646 Main St	TX	3PM Data	123517	9x5x4	Dell	PowerEdge		03/16/16	03/15/17	\$220.00	888-888-8888

The ‘Contract Center’ is where service calls can be placed by choosing the device in need of repair and clicking on the icon. If you need other questions answered, your account manager will be listed on the far right. For afterhours escalation, please use the “Tech Support” phone number listed next to the device in need of repair. When calling in, have your company name and serial number ready. Please note that depending on how many contracts you have on the portal, the Tech Support number may differ.

Users also have the ability to customize the ‘Details’ field with any extra information. Simply type in the text you’d like listed and click ‘OK’. The data will then automatically be saved for future referencing.



After selecting the device in need of repair, another screen will appear with the device information preloaded. Please include the contact information for the technician as well as a brief description of the problem. You can also attach a document to the ticket to further assist our troubleshooting. Once you click “Submit Service Call”, your service request is directly and immediately sent to the service help desk.

For onsite service contracts, a technician will contact you to troubleshoot and/or schedule a time to be onsite. For depot service calls, an RMA will be issued and emailed to the site contact listed.

Tools	Shipping Information:
Dashboard	Company Name: Demo Customer
Contract Center	Location Address: 646 Main St
Service Call Report	City, State & Zip Code: Dallas, TX 75202
Search Term Dates	Site Contact Name*: <input type="text"/>
Request a Quote	Site Contact Phone Number*: <input type="text"/>
Change Password	Site Contact Email*: <input type="text"/>
Logout	
	Equipment Information:
	Serial Number: 123516
	Manufacturer: Dell
	Model Number: PowerEdge
	Description of Problem*: <input type="text"/>
	Attach Document: <input type="button" value="Choose File"/> no file selected MS Word document or Excel spreadsheet
	<input type="button" value="Submit Service Call"/>

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To view your service event history, simply click on the ‘Service Call Report’ under the Tools menu. Search by a variety of fields including date range and status (open, closed, etc). Know when calls were opened and closed, what the problem was, and whether service levels were met. If additional information is needed, please contact your account manager for extra reporting. Our software tools also give you the ability to customize service call history reports, email or export to CSV. This feature is also available from the ‘Contract Center’ as well.

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Search Logs:

Location

Chicago - 1060 W Addison St
 Dallas - 646 Main St
 Denver - 1701 Mile High Stadium
 New York - 350 5th Ave

Service Level

24x7x4
 9x5xNBD
 D5d
 NBD AR

Contract #

No contract
 3PM BARC
 3PM Data
 3PM Print

Serial #

123476
 123477
 123487
 123512

From (mm/dd/yyyy) **To** (mm/dd/yyyy) **Status**

To Do List:

Reference Number	Provider Ticket Number	Client	Location	Serial #	Model #	User	Open Date	Status	Closure Date	Met SLA	Call Notes
51987		Demo Customer	Denver - 1701 Mile High Stadium	123477	E-4200	Thomas Tujo	2017-03-07 11:18:40	OPEN			View
51764		Demo Customer	Denver - 1701 Mile High Stadium	123476	E-4200	Thomas Tujo	2017-01-27 10:31:41	CLOSED	01/27/17	yes	View
51680		Demo Customer	New York - 350 5th Ave	123487	MX7	Demo Demo	2017-01-10 12:37:06	CLOSED	01/11/17	yes	View
51679	987654321	Demo Customer	Singapore - 93 Stamford Rd	123512	Switch	Demo Demo	2017-01-10 12:35:57	CLOSED	01/11/17	yes	View
51678	W324156	Demo Customer	Chicago - 1060 W Addison St	123524	Proliant DL360	Demo Demo	2017-01-10 12:35:16	CLOSED	01/10/17	yes	View
51677		Demo Customer	Dallas - 646 Main St	123546	DesignJet	Demo Demo	2017-01-10 12:34:41	CLOSED	01/11/17	yes	View
51676		Demo Customer	Chicago - 1060 W Addison St	123522	BIG IP 8400	Demo Demo	2017-01-10 12:34:17	CLOSED	01/11/17	yes	View
51675	123456	Demo Customer	Orlando - 1375 Buena Vista Dr	123567	8860	Demo Demo	2017-01-10 12:33:44	CLOSED	01/11/17	yes	View

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If you need service call escalation assistance, our staff will interface with the service vendor, so you don't have to.



The Dashboard tool gives clients a preview into their IT equipment listed on the portal. Here clients can view where their assets are located worldwide, what contracts they have expiring, a service ticket preview window, and much more.

Tools

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- [Contract Center](#)
- [Service Call Report](#)
- [Search Term Dates](#)
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Asset Location

Address	City, state, Zip	Assets
Prinsengracht 267	Amsterdam, Netherlands, 1016 GV	6
1060 W Addison St	Chicago, IL, 60613	20
233 S Wacker Dr	Chicago, IL, 60606	11
646 Main St	Dallas, TX, 75202	14
1701 Mile High Stadium	Denver, CO, 80204	16
1111 S Figueroa St	Los Angeles, CA, 90015	15
350 5th Ave	New York, NY, 10118	8
1375 Buena Vista Dr	Orlando, FL, 32830	7
93 Stamford Rd	Singapore, Malaysia, 178897	13
Paseo de los Heroes	Tijuana, Mexico, 22010	5
325 Bay St	Toronto, Canada, ON MSH	7

Asset Manufacturers

Expiring

Category	Count
Expired	31
30 Days	37
60 Days	0
90 Days	0
90+ Days	54

Service Ticket Preview

Status	Date Opened	Location	Serial #
OPEN	03/07/17	Denver - 1701 Mile High Stadium	123477
CLOSED	01/10/17	Los Angeles - 1111 S Figueroa St	123487
CLOSED	01/10/17	Singapore - 93 Stamford Rd	123512
CLOSED	01/10/17	Chicago - 1060 W Addison St	123524
CLOSED	01/10/17	Dallas - 646 Main St	123546
CLOSED	01/10/17	Chicago - 1060 W Addison St	123522
CLOSED	01/10/17	Orlando - 1375 Buena Vista Dr	123567



The 'Search Term Dates' function allows the user to search for equipment based on the contract expiration date. Stay ahead of your expiring contracts no matter who the vendor is or what contract you have. This information is also exportable to CSV for your own reporting needs.

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Search Term Dates:

From To

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Client Name	Location	State	Contact	Contract #	Serial Number	Service Level	Mfg	Model	Details	Term	Unit Price	Tech Support
Demo Customer	Denver - 1701 Mile High Stadium	CO		3PM BARC 123477		9x5xNBD	Datamax	E-4200		01/01/16-12/31/16	\$550.00	888-888-8888
Demo Customer	Orlando - 1375 Buena Vista Dr	FL		3PM BARC 123478		D5d	Intermec	CK3	Manager	01/01/16-12/31/16	\$40.00	888-888-8888
Demo Customer	Orlando - 1375 Buena Vista Dr	FL		3PM BARC 123479		D5d	Intermec	CK3		01/01/16-12/31/16	\$40.00	888-888-8888
Demo Customer	Amsterdam - Prinsengracht 267	Netherlands		3PM BARC 123480		D5d	Intermec	CK31		01/01/16-12/31/16	\$40.00	888-888-8888
Demo Customer	Orlando - 1375 Buena Vista Dr	FL		3PM BARC 123481		D5d	Intermec	CK31	Warehouse	01/01/16-12/31/16	\$40.00	888-888-8888
Demo Customer	Amsterdam - Prinsengracht 267	Netherlands		3PM BARC 123482		D5d	Intermec	CV30		01/01/16-12/31/16	\$40.00	888-888-8888
Demo Customer	Chicago - 233 S Wacker Dr	IL		3PM BARC 123483		9x5xNBD	Intermec	PX41	Warehouse	01/01/16-12/31/16	\$100.00	888-888-8888
Demo Customer	Chicago - 233 S Wacker Dr	IL		3PM BARC 123484		9x5xNBD	Intermec	PX41		01/01/16-12/31/16	\$100.00	888-888-8888
Demo Customer	New York - 350 5th Ave	NY		3PM BARC 123485		D5d	LXE	MX3		01/01/16-12/31/16	\$90.00	888-888-8888
Demo Customer	New York - 350 5th Ave	NY		3PM BARC 123486		D5d	LXE	MX5		01/01/16-12/31/16	\$100.00	888-888-8888
Demo Customer	Los Angeles - 1111 S Figueroa St	CA		3PM BARC 123487		D5d	LXE	MX7		01/01/16-12/31/16	\$90.00	888-888-8888
Demo Customer	Toronto - 325 Bay St	Canada		3PM BARC 123488		D3d	Symbol	LS3400	Office	01/01/16-12/31/16	\$45.00	888-888-8888
Demo Customer	Toronto - 325 Bay St	Canada		3PM BARC 123489		D3d	Symbol	LS3400		01/01/16-12/31/16	\$45.00	888-888-8888
Demo Customer	Toronto - 325 Bay St	Canada		3PM BARC 123490		D3d	Symbol	LS3400		01/01/16-12/31/16	\$45.00	888-888-8888
Demo Customer	New York - 350 5th Ave	NY		3PM BARC 123491		D3d	Symbol	MT2090		01/01/16-12/31/16	\$450.00	888-888-8888
Demo Customer	New York - 350 5th Ave	NY		3PM BARC 123492		D3d	Symbol	MT2090	Warehouse	01/01/16-12/31/16	\$450.00	888-888-8888
Demo Customer	Chicago - 1060 W Addison St	IL		3PM BARC 123493		9x5x4	Symbol	PDT7546		01/01/16-12/31/16	\$100.00	888-888-8888
Demo Customer	Chicago - 1060 W Addison St	IL		3PM BARC 123494		9x5x4	Symbol	PDT7546		01/01/16-12/31/16	\$100.00	888-888-8888
Demo Customer	Chicago - 1060 W Addison St	IL		3PM BARC 123495		D3d	Symbol	RS-409		01/01/16-12/31/16	\$450.00	888-888-8888
Demo Customer	New York - 350 5th Ave	NY		3PM BARC 123496		D3d	Symbol	RS-409	Warehouse	01/01/16-12/31/16	\$450.00	888-888-8888
Demo Customer	Chicago - 233 S Wacker Dr	IL		3PM BARC 123497		D3d	Symbol	WT4090		01/01/16-12/31/16	\$100.00	888-888-8888
Demo Customer	Chicago - 233 S Wacker Dr	IL		3PM BARC 123498		D3d	Symbol	WT4090		01/01/16-12/31/16	\$100.00	888-888-8888
Demo Customer	Denver - 1701 Mile High Stadium	CO		3PM BARC 123499		D3d	Symbol	WT4090		01/01/16-12/31/16	\$100.00	888-888-8888

More of the RDT Solutions web features can be accessed at www.rdtsolutions.com. For more information, please give us a call, 800-707-8105, or dial into our Request-A-Quote web feature.