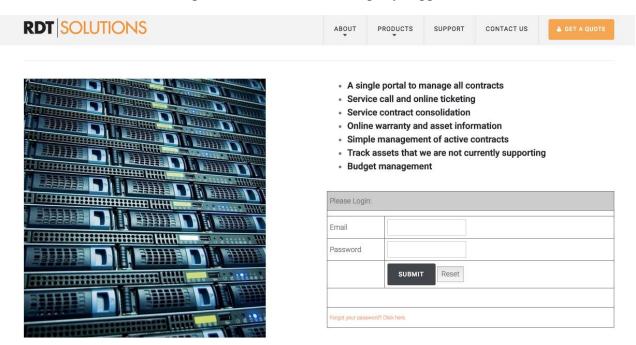RDT Solutions consolidates the best in class maintenance programs from our numerous partners, and gives clients access through the convenience and efficiency of a single point of contact.

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.
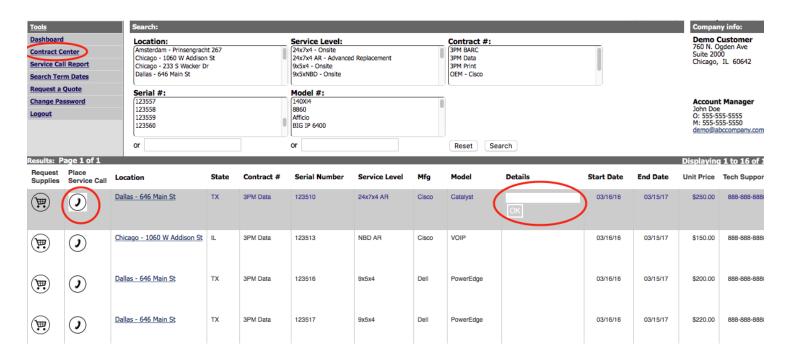
Here's how it works:
Equipment information is loaded into the portal software where it is accessible through a secure user name (s) and password (s). RDT Solutions imports this data for you.

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

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.

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

Shipping Information:

Company Name: Demo Customer
Location Address: 646 Main St
City, State & Zip Code: Dallas, TX 75202

Site Contact Name*:

Site Contact Phone Number*:

Site Contact Email*:

Equipment Information:

Serial Number: 123516
Manufacturer: Dell
Model Number: PowerEdge

Description of Problem*:

Attach Document: [Choose File] no file selected   MS Word document or Excel spreadsheet

[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.

Tools
Dashboard
Contract Center
Service Call Report
Search Term Dates
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Change Password
Logout

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
[▼]

[Search]

Next

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

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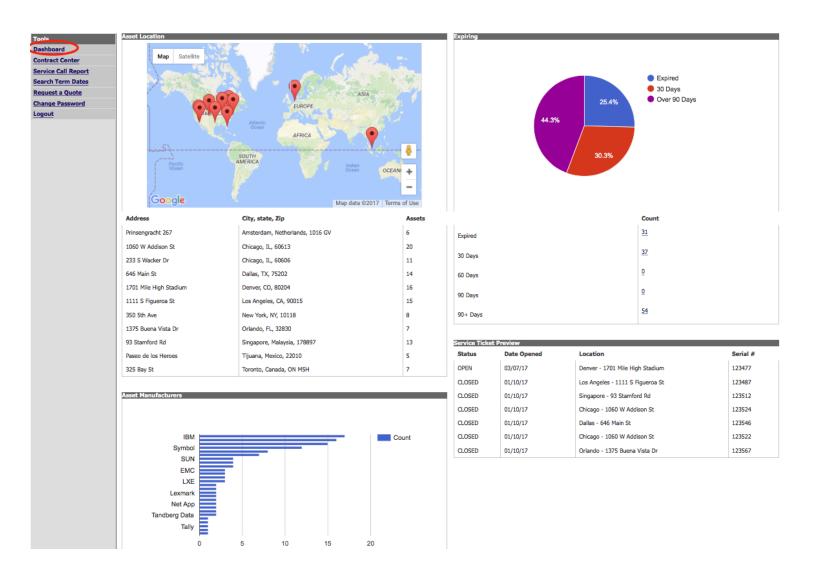
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If you need service call escalation assistance, our staff will interface with the service vendor, so you don't have to.

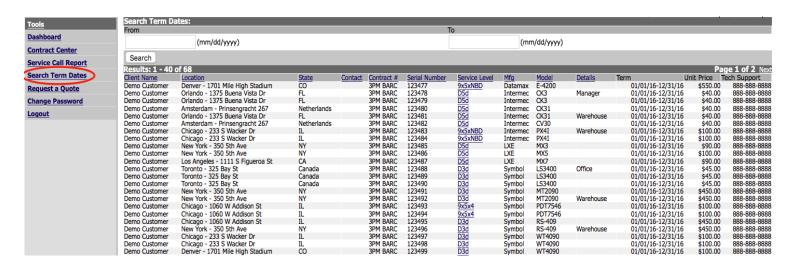**Global IT Hardware Maintenance & Asset Tracking**

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

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 M5H	7

Expiring

Expired 25.4%
30 Days 30.3%
Over 90 Days 44.3%

	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

Asset Manufacturers

IBM, Symbol, SUN, EMC, LXE, Lexmark, Net App, Tandberg Data, Tally — Count

Global IT Hardware Maintenance & Asset Tracking

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.

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.

Global IT Hardware Maintenance & Asset Tracking