

IT is easier with CMCare

Managing IT is probably one of the busiest and most complex roles in any business. Amidst the continual challenges, keeping track of assets, renewal dates and contracts can be one admin task too many – but missing important information can be costly.

That's why we developed CMCare:
Contracts, Assets, Renewals and Entitlements.



Contracts

Cutting costs – gain a clear view of all equipment schedules in a single place.



Renewals

Alerts – keep track of maintenance, support and software licence renewals with CMCare alerts.



Assets

Reducing risk – we help save customers with ensuring the right equipment is covered.



Entitlements

Compliance – you can easily demonstrate your compliance by recording all required legislation details.



The CMCare Portal

The CMCare dashboard is easy to understand at a glance, with a simple, colour-coded overall view of renewal dates. You can choose to be alerted of upcoming expiry dates by email or by phone – and when our trained team identifies a problem, they will make sure you are aware of it.

You can set your own operational impact / Importance to equipment – from high to low or critical to not – to suit your own business needs.

Need some help to get started? Give us a call!
1800 777 111 | www.computermerchants.com.au

At Computer Merchants, you speak – we listen.

Contracts



CMCare uses Computer Merchants' accurate systems of record to give you a dashboard view of your contracts, so you can see details of any maintenance and support agreements. You can also check on payment schedules, helping you to make accurate financial planning decisions and avoid over-spend.

You see what we see. You can even add in details of other contracts, such as building services or vehicle fleet maintenance, so that you have all the information you need in one place. And if you're paying for something you no longer need, it will be flagged by our trained staff.

Assets



Over time, keeping track of equipment purchases can become difficult – but it is necessary. CMCare lets you see details of all items you have bought from us, and if you like, you can add in details of purchases elsewhere.

In some cases, we have been able to save customers from paying maintenance on equipment they no longer have, or to identify where they would save costs by making updates. This was made possible by our detailed systems of record.

Renewals



It is never good to find out that a support agreement expired right before you need it, and with CMCare, you don't have to. You can keep track of maintenance, support and software licence renewals, whether purchased from Computer Merchants or not. If your software agreement is up for renewal, or your CEO's car insurance is set to expire, we'll call or send a reminder to make sure you know in advance.

Missing maintenance expiry dates can prove expensive if a piece of equipment fails – resulting in longer downtime and higher repair costs. For some organisations, downtime has a cost of more than \$0.5 Million per hour, so there is every reason to keep critical equipment covered, and avoid any after licence penalties.

Entitlements



In many industries, equipment maintenance, insurance and other support must meet government or other legislation or compliance standards. Complying with such regulations is vital. Using the CMCare dashboard, you can quickly and easily demonstrate your compliance.

CMCare can also record PPSR registry details, and even record your own cost centre details, so that you can track assets efficiently with minimal effort.

Your CMCare Team

Our CMCare team has a wealth of IT industry and customer service experience, and we are here to help you to make asset and contract management simple and accurate.

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