

Corporate Overview

MaintenanceNet empowers the world's leading manufacturers and their channel partners to expand the scope and success of their service sales initiatives. The company has delivered billions of dollars in service revenues globally, while also improving overall customer satisfaction and retention for the businesses it serves.

With worldwide IT spending projected by Gartner, Inc. to increase to \$3.6 trillion in 2011, the service sales market is experiencing dynamic growth. Service contracts are attached to nearly all products sold, and support and maintenance offerings in North America alone generate roughly \$60 billion a year. Yet data also suggests that technology companies have failed to capitalize on up to 36 percent of the service revenue annuity stream that the IT market offers.

MaintenanceNet is dedicated to helping these companies increase revenues and profits by capturing the billions of dollars in lost opportunities that inefficient service sales practices leave on the table. The cloud-based MaintenanceNet Service360™ platform automates and streamlines service quoting, ordering and renewal processes, allowing sales teams to maintain a constant and proactive pulse on service opportunities across their customer base.

Representing a new generation of service contract lifecycle management, Service360 was built from the ground up to benefit the entire supply chain ecosystem, from the manufacturer and channel partner to the end customer. Through a "low touch-no touch" approach to contract renewals, the Service360 system makes the overall sales process less labor intensive and time consuming for the supply chain, and as simple as one or two mouse clicks for the customer making the purchase.

The key to MaintenanceNet's success is its proficiency in turning incomplete or inaccurate customer data into actionable business intelligence for manufacturers and their channel partners. By carefully cleansing service contract data and presenting it in a user-friendly Web platform, MaintenanceNet takes all of the guesswork out of the service sales equation, ensuring the most optimum outcome for customers.

MaintenanceNet accelerates service revenue through improved business intelligence, empowers sales teams with technology that drives action to renew or sell more services and delivers automation and channel enablement solutions to ensure all opportunities- no matter how small - can be addressed. In short, MaintenanceNet helps manufacturers and their channel quickly reach their service sales potential.

Headquartered in Carlsbad, Calif. and serving tens of thousands of sales professionals worldwide, MaintenanceNet continues to build momentum with a geographic reach that encompasses North America, Europe and the Asia-Pacific regions. The company is privately held.