In today's dynamic IT landscape, support companies must expand their capabilities to keep pace with constantly evolving environments. This often requires additional manpower, subject matter experts, and capital investments. However, many third-party service providers and large OEMs are already facing budget constraints. That's where Mosaic Technology steps in, becoming a vital partner for TPS companies and OEMs, offering the expertise and resources needed to overcome these challenges and deliver exceptional support.

Planning and Procurement

Mosaic Technology has years of experience planning spare parts for the service industry. Our dedicated team members, many of whom have worked in the service industry, understand the specific parts required to support your contracts. Through our extensive network of dealers and trade partners worldwide, we source these parts at the most competitive prices and pass those savings directly onto you.

Rent to Own Spares

Mosaic understands the cost of purchasing spare parts for a contract, which is why we offer a program that allows you to spread the cost over the contract's duration. At the end of the contract, we will also assist in remarketing any excess or unneeded assets, helping you recover value and optimize your investment.

Depot Repair (Warehousing/Logistics/Reverse Logistics)

Mosaic already offers warehousing services for other IT companies, where we store, test, and ship parts and systems on their behalf. We can ship at a moment's notice and make it appear like the product came directly from your warehouse. Additionally, our depot parts service includes sending parts to the designated location along with a return shipping label for the defective part, streamlining the entire process for you.

Test and Repair (Asset Recovery)

All parts and systems are thoroughly tested and documented before shipping, and we provide those reports to you. As part of our green initiatives, we also repair defective parts or systems, restoring them to complete working condition, minimizing waste, and promoting sustainability.

Data Sanitization

Customers are increasingly concerned about corporate data falling into the wrong hands. To address this, we clean storage devices to DOD 5220.22M standards and guarantee the secure destruction of data on defective storage devices to ensure your sensitive information remains protected.

Upgrade Programs

Who better to offer customers memory, CPU, disk, and HBA upgrades for their existing infrastructure than their trusted maintenance provider? By adding product sales and margin, as well as installation and ongoing maintenance revenue, you can create a comprehensive solution. Let us help design a tailored program for you and your existing customer base to drive growth and enhance your service offerings.