

CORPORATE PROFILE



Gain a competitive advantage!

Offer professional value added IT services with ProServiceIT as your trusted service partner.



Technology Services at Work for You

Overview – who we are

ProServiceIT is a privately held worldwide provider of comprehensive technology solutions consisting of help desk support, onsite hardware maintenance, depot repair services, remote monitoring, print management, installation services, and other customized IT support programs.

Our breadth of hardware support capabilities includes:

- OEM and Contract Manufacturing Midrange Server Technologies
- Desktops
- Laptops
- Printers
- Networking Gear and Other Peripheral Equipment

Benefits of ProServiceIT's Enhanced Service Offerings

- Improved Customer Satisfaction
- Increase Customer Loyalty
- Additional Revenue Stream
- Highly Trained Service Consultants
- Worldwide Coverage
- Faster Response Times
- Assigned Technical Account Managers

ProServiceIT has been in business for over five years and is headquartered in Roswell, Georgia. We are continually investing in our people, processes, and infrastructure to support the diverse needs of our clients. Time proven techniques bring significant value to our customers and because we understand that each of our clients have unique business needs, our straight forward service agreements are completely customizable

OUR UNIQUE APPROACH

ProServiceIT's "Go to Market Strategy" is to work almost exclusively with partners to extend their service delivery capabilities. In other words, we do not typically work directly with end users, but rather partner with companies to complement their services to their end users. As such, we become an extension of our partner's organizations, allowing them to focus on their core capabilities by leveraging ProServiceIT's expertise and national and international capabilities. ProServiceIT provides our partners cost savings, improved or expanded end user service capability and expanded geographic coverage, all while maintaining the highest level of end user satisfaction.

In order to achieve the service levels expected by our partners, ProServiceIT utilizes a Technical Account Manager or TAM model. The TAM provides a single point of contact between our partners and their end users. Specifically, the TAM is trained and knowledgeable on the products and customers they support allowing them to act as an extension of our partners company. Our TAMs typically have 10+ years of industry experience and are selected not only on their technical capabilities, but also on their communication and project management skills.

WORLDWIDE · ONSITE · PRESHIP EXCHANGE ·

8x5XNEXT BUSINESS DAY · 24X7 OPTIONS

PROSERVICEIT'S MARKET VERTICALS

Resellers

ProServiceIT provides third party maintenance for a wide range of OEM and integrated technologies that allow our Reseller partners to provide cost effective solutions to their customers for post warranty maintenance. Also, by extending the Reseller's services capabilities beyond their core technology and local geography, our partners are able to capture additional services revenue which otherwise might not be realized.

OEMs

ProServiceIT allows our partner's to leverage our support center, help desk, logistics and depot repair capabilities to support their specific customer service requirements. Our ability to integrate our services into our partner support organization allows our partners to focus on product development and sales while leveraging the business partnership to achieve superior customer satisfaction.

VARs

ProServiceIT extends our partner services portfolio beyond software to include integration, installation and hardware maintenance. We enable our VAR partners to generate additional services revenue and increase customer satisfaction by providing a total end-to-end solution.

Strategic Alignments

ProServiceIT has a portfolio of services all built around our core competencies; Repair Services, Logistics, Field Services and Integration. Our partners utilize our capabilities to extend or replace existing services in order to achieve cost efficiencies and increased customer satisfaction.

**ProServiceIT Technology Services
Provides our Partners with a
Total End-to-End Solution**



Flexible IT Solutions

ProServiceIT's Comprehensive Technology Solutions Provides:

- 24/7 around-the-clock availability
- A full portfolio of scalable resources including replacement parts and onsite technical support services
- Single point of contact through incident resolution
- Technical expertise to support a wide range of infrastructures & systems

For additional information, please contact:



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ProService IT

Comprehensive Technology Solutions