



## Flexible IT Solutions for Your Business Needs

ProServiceIT Technology Services Provides a  
Total End to End Solution



ProServiceIT, LLC  
Web: [www.proserviceit.com](http://www.proserviceit.com)  
E-mail: [sales@proserviceit.com](mailto:sales@proserviceit.com)  
Tel: 678.537.6840 · Fax: 770.645.0983

# COMPLETE SERVICE OFFERINGS PORTFOLIO



## COMPREHENSIVE IT SUPPORT FOR YOUR ENTIRE ORGANIZATION

The technology demands facing your business continue to increase more every day. ProServiceIT offers nationwide IT support solutions to keep your business running smoothly and cost effectively. Our staff of highly trained professionals are ready to address your unique business requirements with dependable execution and ongoing support. ProServiceIT's suite of service solutions are selected for reliability, ability to scale, and ease of integration.

### Available Service Options Include:

- Economical Onsite Hardware Maintenance
- Experienced 24x7 Help Desk Support
- Dependable Remote Network Monitoring
- Managed Print Services
- Installs, moves, additions & changes (IMAC) Services
- Asset Retirement & Disposition Services
- Custom Services Including Integration, Depot Repair and Advance Exchange
- A+ and Manufacturer Certified Technicians



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## ONSITE HARDWARE MAINTENANCE

Our nationwide network of certified technicians provide onsite hardware repair services for PCs, servers, storage systems, printers, networking components, and IBM<sup>®</sup>, HP<sup>®</sup> & SUN<sup>®</sup> midrange systems and peripherals. ProServiceIT takes great pride in our technical expertise, work ethic, integrity and professionalism. We only deploy professional onsite service technicians who truly understand your particular systems infrastructure.

ProServiceIT maintenance agreements provide a cost-effective approach for onsite services. One agreement covers all costs (parts, labor, and travel) and priority service with a 4-hour response time is available. In addition, we offer onsite time and material services.

### Service Levels

ProServiceIT offers a wide variety of aggressively priced Next Business Day and 24x7x4 Hour Response services for clients using their systems for time-sensitive operations or critical business functions. When choosing the level of service that is right for your business, consider the following questions:



- How critical are the functions the system performs?
- How will downtime affect the users of the system?
- What are the effects of downtime on your business?

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## STRATEGIC PARTNERS

ProServiceIT has a number of partnerships with the “Best in Class” IT solution providers. From our Microsoft and Cisco certified engineers, to our manufacturer authorized onsite repair technicians, ProServiceIT is dedicated to providing you the highest quality of IT services available. Because we are not limited to a single vendor or manufacturer, we can offer you the most practical and cost-effective solutions for your business. Our “vendor independence” means you get the right solution, tailored to meet your needs.



## Simplifying IT Services

### HELP DESK SUPPORT

Enjoy our superior computer help desk support services as part of a comprehensive hardware maintenance agreement. Each agreement comes with our 1 hour Rapid Response Guarantee.

With satellite locations throughout the U.S. our IT experts can respond to your support requests quickly and efficiently. Our 24/7 IT Help Desk and Tech Support Services can be contacted by telephone, email or through our online help desk web portal. The online web portal provides each of our clients the benefits of online trouble ticket entry, real-time service updates and detailed service history reporting.

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## REMOTE NETWORK MONITORING SERVICES

Utilizing our network of trusted service partners, ProServiceIT can offer your business a comprehensive range of network monitoring and performance management solutions. Our remote network monitoring capabilities are ideal for a distributed network with important devices spread across a variety of locations. We can keep watch over a client’s network, so the client doesn’t have to in order to keep your business running smoothly and cost effectively.

Several different aspects of a network can be monitored remotely. Not only can we detect system failures when they occur, but we can also keep track of long term changes in network performance and network usage. Continuous network and server monitoring enables us to find problems and resolve them before they become a serious threat to your business. Plus, we have the added benefit of being able to provide our clients with experienced onsite field engineers to resolve any problems that can’t be fixed remotely.

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## MANAGED PRINT SERVICES

ProServiceIT's managed printer service partners can help you drastically reduce costs and are designed to take full responsibility for the management of your entire printing infrastructure, from Copying, Scanning, Printing and Faxing.



***Maximize Cost Savings on  
Copiers, Scanners,  
Printers and Facsimiles***

Managed Print Services (MPS) is a mix of software tools, services and custom solutions and strategies that have the power to transform your organization but are sometimes disregarded. However, recently more and more businesses are looking to save money where they can. Implementing our managed print services can have a dramatic impact in your company's bottom line by improving overall print efficiency and then going beyond to deliver incremental savings and business process improvements.

**Our managed print service agreements can include everything from print lifecycle management including the supply of consumables, to comprehensive onsite hardware maintenance.**

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## INSTALLS, MOVES, ADDITIONS & CHANGES (IMAC) SERVICES

With IT systems that need to be frequently adapted to meet new operational needs, physical relocation of equipment or system upgrades and reconfigurations are common. Whether the task involves physical relocation of equipment or system upgrades and reconfigurations let us take on the strain and headaches involved with your IMAC project.

**ProServiceIT can undertake changes quickly with minimal disruption and associated costs, as well as:**

- Taking away the pain of major, non-fault support of IT resources
- Combining multiple issues in one engineer visit
- Complementing an existing skill set
- Providing minimum disruption to business or staff
- Ensuring your hardware is running at optimum efficiency



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## ASSET RETIREMENT AND DISPOSITION SERVICES

ProServiceIT's Asset Retirement & Disposition Services offer our customers a comprehensive solution for their end-of-life IT equipment. We provide the capabilities needed to minimize the typical frustrations involved in the proper disposal of information technology assets while meeting today's strict environmental standards and security requirements needed to protect customer data.

### Service Options Include:

- Detailed Audit and Reporting of Assets
- Certified Permanent Data Erasure
- Drive Destruction: Shredding/Degaussing
- Onsite Packing of Equipment
- Pickup or Ship To Designated Location
- Certificate of Indemnification



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## CUSTOM SERVICES: INTEGRATION, DEPOT REPAIR & ADVANCE EXCHANGE

Utilizing our custom services provides our clients with alternative methods of support allowing them to focus entirely on their core business model.

### Integration Services

ProServiceIT offers comprehensive integration capabilities that focus on lowering IT costs and improving end-user productivity. Utilizing experienced partners, we can integrate computer systems with a wide range of component technologies offering you or your customers a customizable, cost effective method of meeting their specific needs.

### Depot Repair Services

Depot repair services are available on PC's, workstations, some servers, monitors, printers and other peripherals. Through enabling partners, we can provide cost effective and comprehensive depot repair services with qualified technicians who have many years of industry and product experience. Depot Repair Service is a repair and return program that allows you and/or your clients' end users to ship defective equipment to a partner service center for repair. Defective hardware is restored to OEM functional specifications within five (5) working days of receipt, and shipped directly back to the customer.

### Advance Exchange Services

Ideally suited for non-critical business applications where a net day replacement is acceptable, our Advanced Exchange Services are designed to reduce your repair costs with minimum disruption. We cover every step in the process of exchanging defective equipment, from managing consigned inventory and processing shipping requests, to RMA and defective product returns.

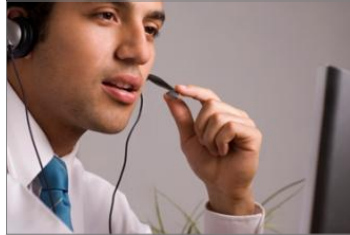
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## COST EFFECTIVE SOLUTIONS

Given today's economic environment, a primary objective of almost every organization is to reduce operating costs. Some organizations seek to accomplish this by freezing or cutting spending, reducing their workforce, or a combination of both. At the same time, organizations must be careful not to trim costs to the extent this action adversely impacts customer service and/or top line revenue.

Technology savvy organizations understand that the best way to reduce operating expenses, while often enhancing customer service, is by leveraging an experienced information technology services partner. It is a proven fact that certain information technology solutions can make organizations much more efficient and productive. The bottom line is that ProServiceIT solutions can give your organization the ability to accomplish more with less staff. The return on investment by incorporating our comprehensive information technology solutions is often calculated against the cost savings associated with reducing staff and increasing customer satisfaction.



Extensive Resources



Account Executives



Customized Services



Industry Expertise

## FIND OUT MORE

Our Comprehensive IT Solutions can make a difference in your business with defined, measurable outcomes. We are eager to help you meet the challenges of the ever-changing world of technology. Together, we can prosper and grow.

*For more information, please contact a ProServiceIT Sales Associate today.*

ProServiceIT, LLC.  
Tel: (678) 537-6840  
E-mail: [sales@proserviceit.com](mailto:sales@proserviceit.com)  
Website: [www.proserviceit.com](http://www.proserviceit.com)



Quality IT Services