SMARTECH is the premier provider of complimentary maintenance services to world-class service organizations. Our unique combination of people, process and technology allows us to cost effectively offer our SMARTSystem package of products and services in second tier markets. Support organizations choose to work with us because of our quality of people, quality of service, timeliness of response, markets we serve and value we provide to our client – the service organization. By utilizing our services the client organization is free to focus on primary markets and effectively cover peak service requirements.

SMARTECH began providing high quality computer service technicians and delivery services (as TranTech Services, Inc.) on January 15, 1993 in Austin, TX expanding a small parts delivery service into the current national provider of desktop and network computer repair and support services.

SMARTECH's highly skilled, industry-certified Field Service Representatives provide quality service and support to organizations ranging in size from small and midsize local and regional companies to IT industry giants such as **UNISYS**, **Dell**, **DecisionOne, Sony** & **BancTec**, among others. In addition, SMARTECH supports large military facilities and government agencies such as the Internal Revenue Service and the Social Security Administration. The management and employees of SMARTECH believe that quality is not just a buzzword, but a business philosophy. We put the customer’s needs first, and we work closely with all our customers to ensure that we are providing the very best service possible.

SMARTECH's dedicated service professionals are led by a senior management team that collectively has over 75 years of IT service management experience

**As a reminder here is a basic rundown of our process and what we do as a company:**

* **We are a National Service Provider group** who dispatches service calls to computer techs across America for primarily hardware and occasionally software services. Our primary clients include Dell, Gateway, Lexmark, HP, and IBM to name a few.
* **We do only computer warranty repairs**, so most everything is hardware related replacements/installations. This includes desktops, printers, and laptops. Potentially (depending on the client) servers, routers, and networking. Nevertheless, you have the ability to specify which systems you have the most familiarity with or are most comfortable working on. We also offer **customized manuals** to assist you in these repairs by providing step by step instructions and illustrations. These may be requested and retrieved online or via email.
* **The parts needed to be replaced (if any) are automatically shipped to the customer, or to a local depot**, to be picked up by the technician. Parts will also need to be returned and an air bill is provided by the parent company for the technician to box up and re-send parts. Aside from this, there is no work needed on the part of the tech other than to travel to the location and donate 30-60 minutes of his/her time. (most of our jobs rarely take longer than an hour)
* **The tech must contact the end user** once he/she has received a work order and will coordinate an agreeable appointment with the customer. This can take place on weekends or evenings should you already have other employment.
* **We work on a contract basis**, so once all agreements have been signed and submitted a tech will remain in our placement system until services have been terminated per tech’s request or managerial decision.
* **Technicians will be contacted** about jobs in the area via emailed work orders or a phone call from a dispatcher/recruiter per job that shows up in your area.
* **We offer a flat rate pay per job scaled in tiers based on travel.** Essentially, these jobs are so simplistic the time it takes to complete them rarely goes beyond an hour to do. Because of this we still offer to pay the full hour of time onsite to compensate for travel and the like. Think about it, no troubleshooting, no diagnostics, not software reloads or operating systems to hassle with… why? Because Dell tech support pretty much handles all software related issues, so all our techs do is show up on site and swap out parts. It doesn’t get much easier than that!  And even with all that aside we still pay for a full hours worth of work. **We do offer direct deposit for your convenience as well.**
* **We offer the opportunity to become Dell Certified FREE OF CHARGE!** Yes, if you do sign up to become a technician with us you will receive free online training and Dell certifications that can be earned in as little as a month and will be transferable even beyond your services with SMARTECH. This is our way of ensuring optimal service to our customers as well as an added benefit to our service techs. Again, this is totally free of charge… all costs to become certified are incurred by SMARTECH.